

HIRING NEW EMPLOYEES

Hiring Process Outline

“If a person is not performing as expected, it is probably because they are miscast for the job.”

This quote by the late Dr. W. Edwards Deming, the father of continuous improvement, expresses strong support for the value of an effective selection process.

Use this process **in its entirety** for hiring all office, sales, professional, managerial, and supervisory personnel. Steps 1, 2, & 3, as a minimum, should be used for evaluating all other applicants.

1. Check for **Skills & Experience Match**
APPLICATION & RESUME

2. Test for **character (principles and values)** before conducting the initial interview
STEP ONE SURVEY II
Con artists are the most likeable and believable people in the world. At this point in the selection process, avoid being swayed by the power of the applicant’s personality.

3. Verify **Compatibility** with Company Values
BRIEF INTERVIEW
If **Step One Survey** results are valid and the scores for Integrity, Substance Abuse, Reliability, and Work Ethic are acceptable, see the applicant face-to-face for the first time.

4. Check for **Job Match** using one or more of the following
PROFILE XT total person evaluation
PROFILES SALES ASSESSMENT total person evaluation
CUSTOMER SERVICE PROFILE total person evaluation
Determine: *Can the person do the job? Will they do the job? How will they do the job?*

5. Verify **Company Match**
IN DEPTH INTERVIEW

6. **Background & Reference Check**

7. Evaluate Data and **Make Decision** to hire or not hire.

Note: An applicant can be rejected at any point in this process.

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