



# INTERVIEWS THAT WORK 2.0

BETTER RESOURCES | BETTER INTERVIEWS | BETTER HIRES | BETTER TEAMS | BETTER GOVERNMENT | BETTER MISSOURI

**Problem:** How does the State of Missouri provide interview teams simple tools and guidelines to conduct successful interviews by FY23? Our research suggests that common barriers to effective interviews is not having resources and tools readily available. Even though statewide training is highly encouraged, 21% of staff that participated in the pilot training commented they did not retain the information provided within the previous six months. We determined that a central location with interviewing tools and guidance on best practices during an interview was needed.

**Why Resources and Tools Matter for Interviews:** Prepared interview teams increase the likelihood of hiring the best candidate and ensure a positive impression of the State of Missouri is made to all candidates, regardless if the candidate is hired.

**How Can Interview Teams Be Prepared?** Team members need to know what they can and cannot do during an interview. The tools necessary for a successful interview need to be easily obtainable and understandable. Our research suggests that team members are more effective during interviews if they are provided the following:

- User-friendly tools
- Guidance on what questions to ask and not to ask
- Guidance on what to document during interview
- Tools on how to prepare interview questions/templates
- How to be more flexible when it comes to interview teams and interviews

**Where Can Interview Teams Find Simple Tools Currently?** Good question! Tools are available all over the internet but they are not in one central location that is easily accessible to team members.

**Solution:** Creation of a website where all interview tools are available to team members statewide (MoCareers and each agencies intranet). This includes the Implementing Interviews that Work Playbook broken down into easily accessible resources and interactive tools. Some features on the website include:

- Interview templates
- Do's and Don'ts
- Direct links to MoLearning courses
- Agency training presentation template
- Interview question generator
- Frequently asked questions

**Next Steps:** Meet with OA/Personnel to discuss ongoing maintenance of site and resources  
OA launch website