

Top Tips for Writing Interview Questions

Blood and Transplant

- 1. Identify skills and personal attributes:** Using the recruitment profile, identify the experience, behaviours and values that you wish to assess in your interview. These should form the basis for your questions.
- 2. Ask what they have done:** Ask questions about specific situations that allow candidates to draw from their own experiences, rather than asking about hypothetical scenarios (what they **have done** rather than what they **would do**). Remember: past behaviours are a really good indicator of future performance, and will allow you to evaluate their ability to do the job
- 3. Draw upon experiences:** Think of situations that your candidate is likely to encounter in the role and build questions around these. For example, a customer service advisor is likely to deal with unsatisfied customers, and may need to refer these to a more senior colleague.
You may wish to ask, can you tell me about a time when you have dealt with an unhappy customer...
- 4. Do not make your questions too narrow:** Make sure that all of your questions can be answered by your candidates independent of their experience

Narrow: Tell me about a time when you were involved in a procurement process and a provider asked for preferential treatment

General: Tell me about a time when you have been asked to do something that was against policy, or that you believed was not right
- 5. Think about what answer you are expecting:** When designing your questions, think about what your ideal answer would sound like. A good technique to use is the STAR method (Situation, Task, Action, Result) (a) what situation the candidate was in (b) what the task was/ what the problem was (c) what actions they took to resolve this (d) what the result was/ what they learned
- 6. Ask open ended questions:** Ask questions that cannot simply be answered with a yes or no answer, and encourage the candidate to talk. This will provide you with valuable information to make a decision about which candidate is most suited to the role. Open ended questions are what, why, when, where, who, how, explain, tell me about and describe
- 7. Write a standard set of questions to ask every candidate:** Make sure that you prepare questions in advance, and ask all candidates these questions to make the process fair. If you do this, it should be easier to see who is the best candidate on the day.

8. **Probe for further information:** Ask a limited number of shorter questions, and follow up with probing questions. Probing questions can be used to follow up and draw out more information, for example 'what was your involvement?' or 'can you give me another example'. It can also be used to assess commitment and personal growth, 'what did you learn?' or 'what would you do differently?'
9. **Ask specific questions based on the individual's application form:** Read the candidates application form and note any questions you need to ask e.g. gaps in employment history or why they want to leave their current role,
10. **Avoid discrimination:** Avoid asking questions about the protected characteristics that could be perceived as discriminatory (e.g. sex, age, marital status, religion, disability, pregnancy, race, sexual orientation & gender reassignment). Carefully worded questions about the role may asked of all candidates, e.g. This role requires a lot of travel and overnight stays, with notice - would this suit you? This is acceptable as you are not asking about childcare or marriage commitments.