FIND THE STORY BEHIND THE CANDIDATE BY USING THESE TECHNIQUES

1. Don’t ask “yes or no” questions
   Elicit relevant insight by asking open-ended questions. Like “Why do you think...?”

2. Ask each candidate how she or he would handle a work scenario
   “Tell me about a situation where you had to solve a difficult problem.”

3. Use the same scenario with each candidate, to draw an “apples to apples” comparison
   “Tell me about a situation where you had to solve a difficult problem.”

4. Ask candidates to talk about a work situation they’ve faced on a job
   “Tell me about a time when you had to assess and make a recommendation.”

5. Ask follow-up questions to dig deeper into what a candidate was thinking about a specific situation
   “Lead me through your decision process.”

6. Be clear on what you are looking for in a candidate, and seek to get a sense of whether there is a fit
   “Our group is deadline driven; how do you adapt under pressure?”

SHARE THIS INFOGRAPHIC with your colleagues to help them #HarnessRisk.

VISIT travelers.com/resources/workplace-safety for more information on reducing risk.

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