

Best Practices for Interviews



Affinity
HR GROUP

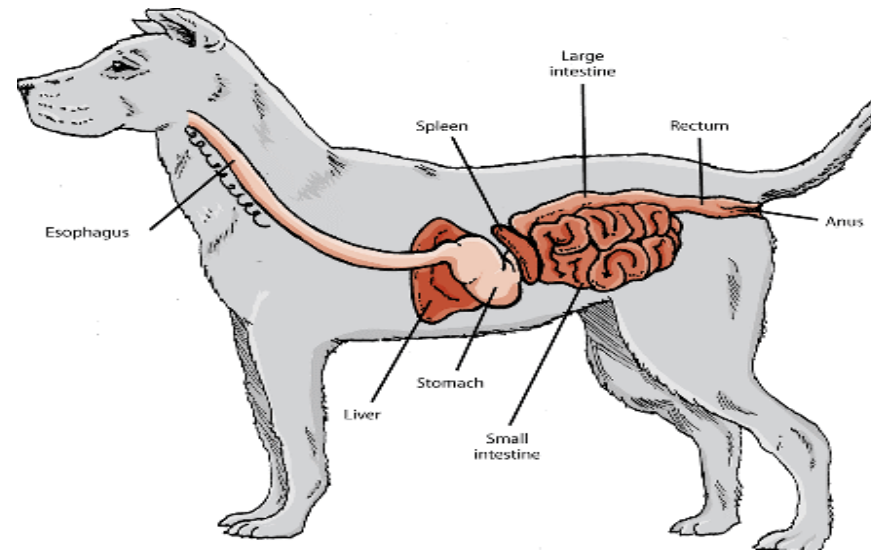
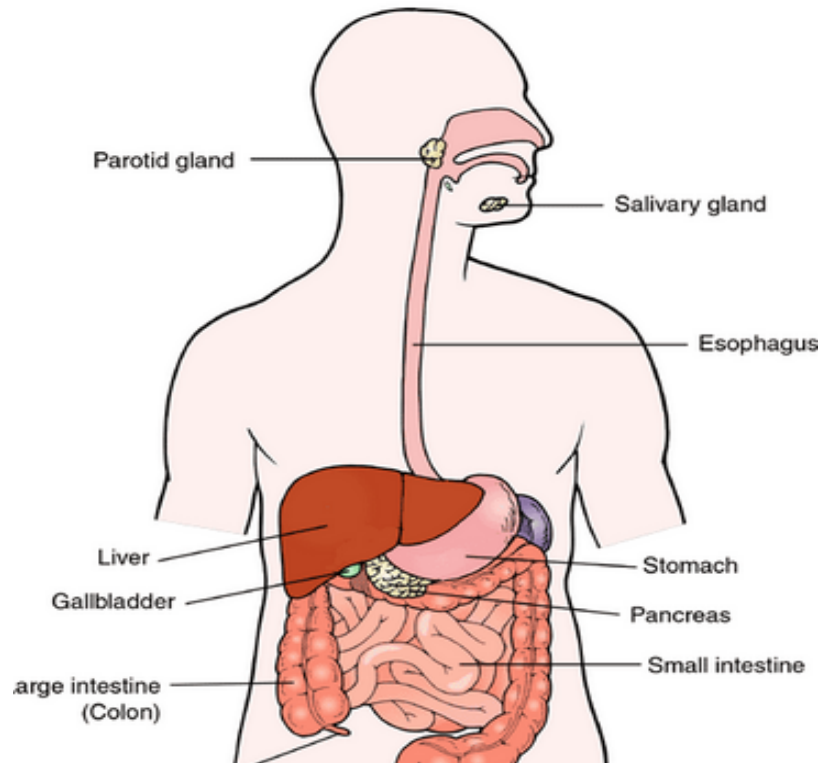
Your HR Partner and Resource



What to avoid!



What We Do



The Interview

- The most crucial part of the process
- The more strategically planned, the better
- The biggest risk for legal mistakes & bias



The Gold Standard

Panel Interviews

- Preferably 3 individuals
- Well established role & question

Behavioral Questions

“Tell me about a time when you had difficulty closing a sale and how did you handle it?”

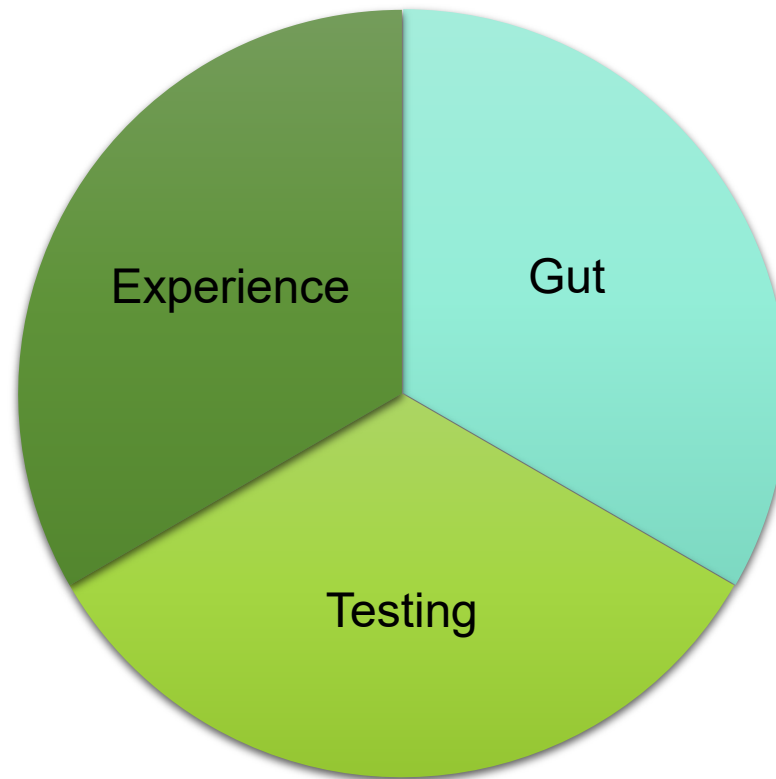
“Have you ever had to grow a book of business? Tell me about it and how you did it.”

Tip: Review Prohibited Questions!

- Q Original name of an applicant.
- Q Maiden name.
- Q How long have you lived at your current address?
- Q Do you own your home?
- Q Where were you born?
- Q Birthplace of parents or spouse.
- Q Require birth certificate, naturalization or baptismal records.
- Q When were you born?
- Q How old are you?
- Q Date of high school graduation.
- Q Questions about religion.
- Q Race, complexion of skin or attitude about working with co-workers of different race.
- Q Requirement of a photograph.
- Q Marital status.
- Q Presence of children or intention of having children.
- Q Gender.
- Q Any medical information or questions about use of workers' compensation benefits.
- Q Citizenship (may ask about legal right to work in the United States but this will be addressed later).
- Q Lineage, ancestry or national origin.
- Q Dates of military service or if receiving veteran disability pension.
- Q Listing of clubs, societies or lodges where applicants have membership.
- Q Do you belong to a labor union?
- Q Do you own a car?

Behavioral Testing

Rule of Thirds



The Rest

- Reference Checks
- Criminal Background Checks
- Credit History?
- Offer Letters

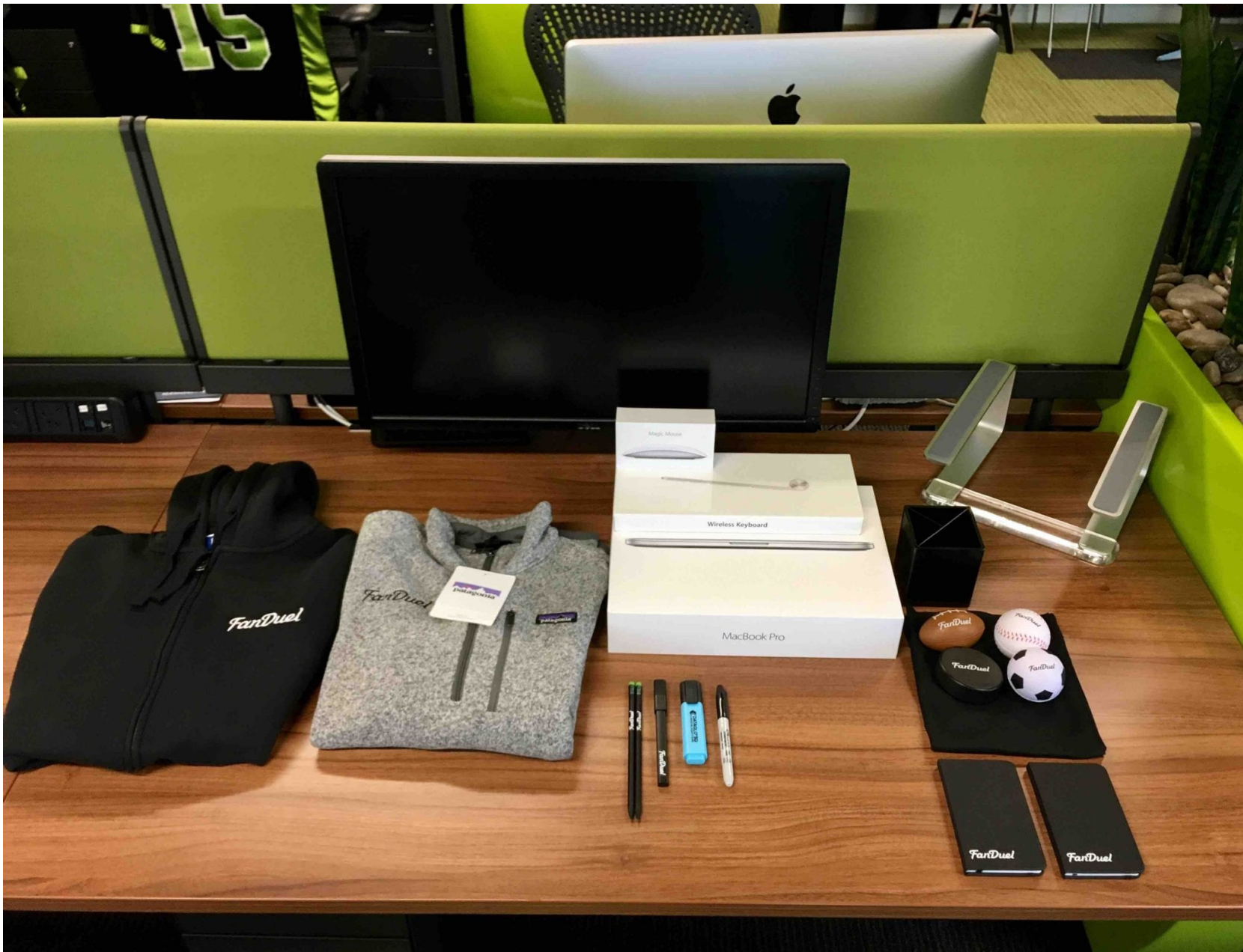


And Now For The Hard Part!

22% of turnover happens in the first 45 days!



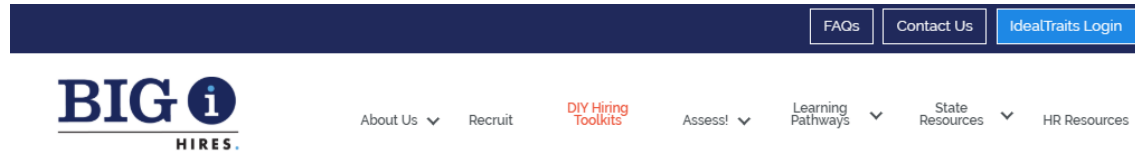




Plan Ahead

 Affinity HR Group New Hire Development Plan			
Details	Employee Name		
	Managing Supervisor		
	Position	Hire Date	
	Learning objectives	Trainer/ Developer	
Week 1	Day 1	Orientation (see Orientation Plan)	
	Objective 1		
	Objective 2		
	Objective 3		
	Objective 4		
	Objective 5		
	More ..		
	Performance Feedback		
Week 2	Objective 1		
	Objective 2		
	Objective 3		
	Objective 4		
	Objective 5		
	More ..		
	Performance Feedback		
	Week 3	Objective 1	
Objective 2			
Objective 3			
Objective 4			
Objective 5			
More ..			
Performance Feedback			

Big I Hires – www.BigIHires.com



DIY Hiring Toolkits

[View a quick "HOW TO DIY" Video](#)

You need to hire someone exceptional... and you want to do it yourself. We've developed the perfect resource to help.

Big "I" Hires DIY Hiring Toolkit guides you through the entire hiring process from preparing and launching your search, through screening and ultimately hiring and onboarding your next great team member.

This isn't a generic collection of materials. We've worked extensively with a top HR firm and a focus group of well-respected and high-performing agency employees to develop the right resources for each specific insurance agency role. These tools and full toolkit don't only explain how, they include **customizable** downloads to get you on track in minutes.

PREPARE & LAUNCH: Sample job descriptions, job postings, ideal candidate profile, employment application

SCREEN: Interview process, questions and template and sample reference check questions

HIRE & ONBOARD: Sample offer letter and confidentiality agreement, four-week learning objectives

WITH HOW TO USE: Also includes a guidebook to walk through every step, editable documents and much more

Member price per position: \$99.00

Nonmember price: \$299.00

Member price for COMPLETE KIT with all available positions: \$299.00

Nonmember price: \$999.00

Commercial Lines CSR

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Hiring Toolkit Full Bundle

Questions?



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