5 MISTAKES HIRING MANAGERS SHOULD AVOID DURING THE TECH INTERVIEW PROCESS

ARROW
SOLUTIONS GROUP

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WHO SAID INTERVIEWING WAS EASY?

"Not I," said the fly.

Hiring the wrong employee is costly both in terms of time and money. According to the U.S. Department of Labor, hiring the wrong person is estimated to cost at least thirty percent of the employee's first-year earnings. Forbes warns that a bad hire can even threaten the financial viability of a small business. Whether your company is small or large, rehiring is a time-consuming process.

By working with a trusted staffing company, employers can save time and money by ensuring that the right candidates are hired. In addition, employers can increase their chances of hiring the right candidate by avoiding five common mistakes during the hiring process.

In this easy-to-read guide, we take a look at the most common mistakes we've seen from even the most incredible hiring managers, and arm you with the advice you need to make hiring your next role feel like a trip to the spa. Well, almost.

The takeaway: Hiring the wrong employee can be prevented. Be aware of five common mistakes made during the interview process to improve your company's hiring process.

EMPLOYERS CAN SAVE TIME AND MONEY BY HIRING ONLY THE RIGHT CANDIDATES

#1 WAITING TOO LONG TO HIRE

Don't wait for a unicorn candidate that seems perfect on paper when making hiring decisions.

Most likely, no one candidate is going to completely check off the entire wish list of skills you look for in an employee. If you are looking to backfill a position, it won't be easy to find someone that has all of the same qualifications as your previous employee, who most likely gained many skills specific to your culture over a long period of time. The ideal candidate is one who has most of the skills you are looking for, but more importantly, fits well with the company culture.

The most attractive candidates that you would want to hire are probably also candidates that your competitors would like to hire. Waiting too long to follow up with candidates gives your competitors time to capitalize on great talent that would have considered working at your company, if only they had heard back sooner.

Making candidates wait weeks or months for your decision can also have a negative impact on the image of your company, and the overall perception of your business.

The takeaway: Waiting too long to decide and not following up with candidates can result in a negative brand image, possible reduction in customers, and missed opportunities to attract the right talent.

THE IDEAL CANDIDATE HAS MOST OF THE SKILLS YOU ARE LOOKING FOR AND FITS WELL WITH THE COMPANY CULTURE

#2 HIRING PEOPLE 'JUST LIKE YOU'

Many twentieth century models of implementing change within an organization consisted of innovative ideas climbing up the leadership ladder, at which point those ideas inevitably got stuck in middle management. Ultimately, most change was implemented from top-down with little to no communication between levels. The people who were closest to the problem, and often had the best ideas, had little chance of getting their ideas implemented.

It's those same models that cultivated the practice of hiring people "just like you." Thankfully the world is changing and we know that diverse teams produce better results. Candidates with diverse backgrounds, personalities, and interests bring unique points of view.

Hiring people who are "just like you" may mean missed opportunities and result in an inability to compete in our ever-changing world. In order to innovate, many firms are turning towards a design thinking approach rather than the linear approach of the twentieth century. Design thinking works best when a collection of diverse individuals with varying perspectives come together to generate ideas and resolve problems.

The takeaway: It is human nature to seek out like-minded individuals, but doing away with internal biases and hiring a diverse workforce is good for modern business.

DIVERSE TEAMS PRODUCE BETTER BUSINESS RESULTS AND ARE GOOD FOR INNOVATION

#3 MAKING FALSE PROMISE

We get it. Sometimes ending a conversation is awkward.

Interviewers have mistakenly given false hope to candidates with phrases like, "I look forward to working with you," or "We hope to see you as part of the team." While the interviewer may have only intended to come across as polite and friendly, the candidate may view such a remark as an offer of employment. According to Workopolis, only two percent of candidates that apply for a position get an interview. Naturally, candidates place a lot of hope that an interview will result in a job offer.

Use extreme care to not imply an unintentional promise of employment. Not only do perceived false promises discourage candidates, but they can also harm public perception of your business if candidates share their experiences on social media.
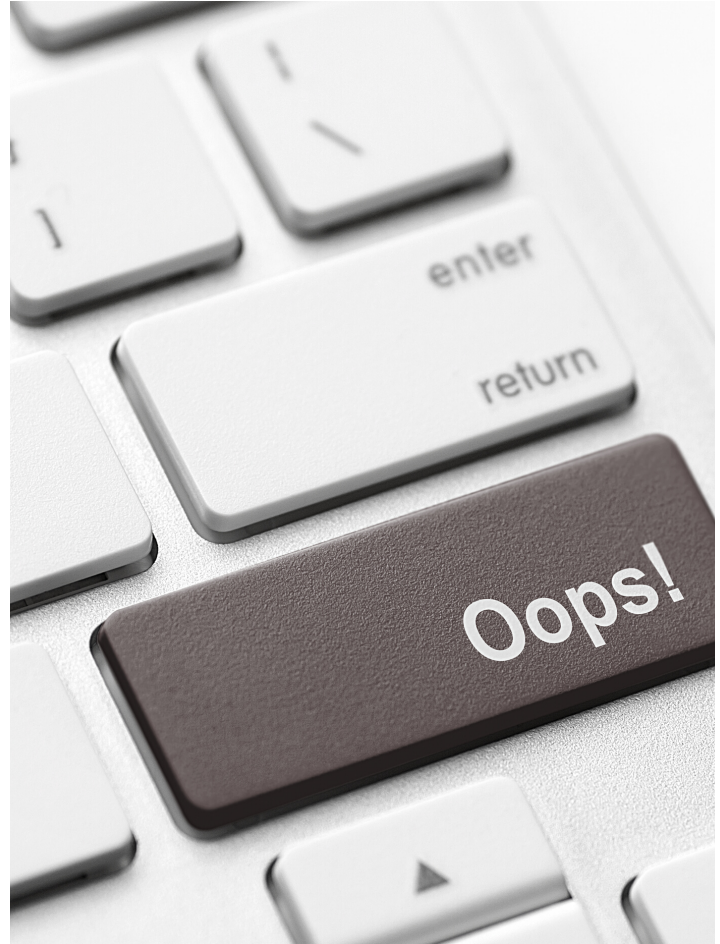
The takeaway: Miscommunication during the interview process can lead to unintentional consequences. Be careful not to make comments that candidates could misconstrue as an offer of employment.

PERCEIVED FALSE PROMISES DISCOURAGE CANDIDATES AND CAN HARM BRAND IMAGE

#4 NOT PAYING ATTENTION

You know what makes for a good candidate — they have prepared for the interview, thoroughly researched the company, asked all the right questions, and given you their undivided attention. But what makes for a good interviewer?

Conducting employment interviews can be tedious and time-consuming. During interviews, you may be tempted to attend to more urgent business. However, the candidate's first impression of the company should be more of a priority. The most qualified candidates are conducting a two-way interview to gauge if your company is the right fit for them. Our advice: approach every interview with candidates as a two-way interview.

The takeaway: Set distractions aside during an interview so that you can fully focus on the candidate. Making a positive impression on the candidate is just as important as the candidate impressing you.

## THE MOST QUALIFIED CANDIDATES ARE CONDUCTING A TWO-WAY INTERVIEW

#5 UNREALISTIC EXPECTATIONS

Many employers make the mistake of setting unrealistic expectations in job descriptions. It seems logical to think that listing every possible desired skill will result in a larger pool of viable candidates.

In reality, exhaustive job descriptions severely narrow the candidate pool. A better way to write job descriptions, used by many larger corporations, is to have two separate sections for skills: one for required skills, and an additional for desired (but optional) skills. Someone that has most of the skills required but is willing to learn and grow with your company to overcome any skill gaps is your most desirable candidate.

Another reason companies might include an unrealistic list of skills is that they do not know exactly what they want or need to fill the role. As a result, three out of four applicants are not actually qualified for the jobs they apply for.
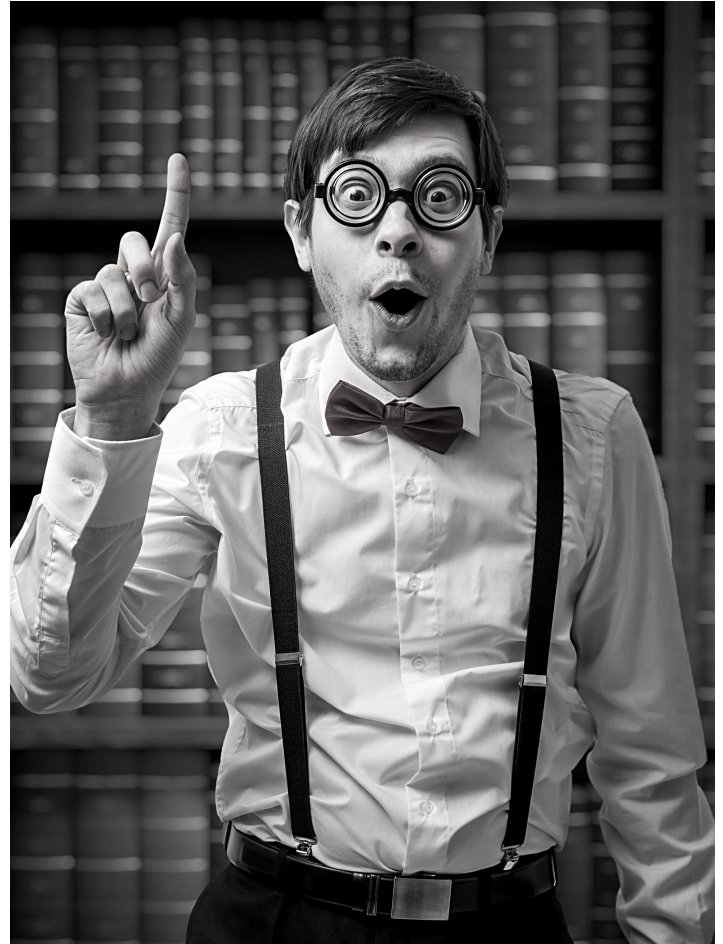
The takeaway: Job descriptions should split out the must-have skills from the nice-to-haves. Thoughtful job descriptions can help attract a more qualified candidate pool.

UNREALISTIC JOB DESCRIPTIONS SEVERELY NARROW A COMPANY'S CANDIDATE POOL

SEEKING OUTSIDE HELP IN THE HIRING PROCESS

Whether it's for short-term contract-to-hire staffing needs, permanent hires, or even C-level executives, hiring can take a lot of valuable time and resources away from you and your teams.

Add to the mix that you might not even have the right technical skills inside your org to vet candidates properly.

Let's face it: making the wrong hire can be like getting a root canal. But making an amazing one can make you feel like you and your team can conquer anything.

We're going to let you in on a secret: hiring the right staffing or recruiting agency that *really* knows tech can save you an arm and a leg, and make you look good in the process.

Sometimes bringing in a fresh perspective and getting help with writing the perfect job description, interviewing, and vetting candidates can make all the difference in the world.

As we like to say — you don't just want to place butts in seats, you want to hire A+ folks and change the trajectory of your team and company for the better.

Sometimes calling in outside experts to save the day and make the best hires possible is the way to go.

SPOILER ALERT: WE'VE BEEN KNOWN TO WEAR CAPES ON OCCASION

INTERVIEW QUESTIONS

Tired of "same-old" interview questions? Us, too. Here are some of our favorite behavioral questions that will also help you see a bit more of a candidate's personality.

WHAT WAS YOUR FAVORITE PROJECT AND WHY?

WHAT WAS YOUR BIGGEST FAILURE? HOW DID IT MAKE YOU FEEL? WHAT DID YOU LEARN FROM IT?

WHAT'S YOUR FAVE PART OF TECHNOLOGY?

WHY DID YOU GET INTO TECH?

TELL ME ABOUT YOUR FAVORITE TECH TEAM YOU'VE WORKED ON AND WHY?

WHAT WAS YOUR FIRST PC LIKE?

HOW DO YOU KEEP YOURSELF CURRENT?

WHAT ADVICE WOULD YOU GIVE THE NEXT GENERATION ABOUT GOING INTO TECH?

IF YOU KNEW THEN WHAT YOU KNOW NOW ABOUT TECH, WHAT WOULD YOU DO DIFFERENTLY?

ΛBOUT ΛSG

Arrow Solutions Group is a Denver-based technology recruiting firm for the company that isn't satisfied with the usual process of hiring. We're for employers who care about the trifecta: their business, their people and their culture.

At ASG, we're completely focused on the field of technology and the leaders who help drive it.

We believe in the power of the match, not just checking a box. Seeking out the best technologists who fit into your unique company is our highest priority. Our goal? Humanize the hiring experience to create life-changing outcomes.

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