



# **Becoming a World Class Interviewer in Malaysia**

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# WHY ARE INTERVIEWERS CRITICAL TO THE RECRUITING PROCESS?

**There are a number of common misconceptions when it comes recruitment, including:**

- How the recruitment process only involves the HR department
- How job-fit is only decided by the HR department
- How the interview is only for employers to assess potential employees instead of a two-way conversation

While there is significant pressure for interviewees to showcase their skills, experience, and suitability to the role during interviews, interviewers have an equal burden to highlight the positives of the employer brand as a company to work for.

**This is because of several key factors, including:**

- Interviewers are the first line of people that candidates meet in employee experience, and that is why the impression they make is important for the candidates to have some kind of assurance that they are heading to a company full of opportunities, benefits, and work-life balance.
- They help create confidence in the candidates, while being able to assess if the company and the candidate are a good match in the short to long term.
- First-stage interviewers play an important role in filtering and recommending candidates that best fit the bill.
- Interviewers are often tasked with informing job candidates about the role in a more detailed manner, usually beyond the formal job description or job listing.

# BEFORE THE INTERVIEW

Here are 3 steps to take to ensure that you're ready to interview candidates:

## 1 Prepare a list of job qualifications and requirements for the position

This is one of the most important steps an interviewer must take before interviewing the candidate. This way, they are able to carefully and diligently lay out the entire function of the role to provide a clearer avenue for potential candidates that will find themselves fit to fill up the vacancy.

Job vacancies and descriptions mentioned on websites can sometimes be generic, and that is why interviewers have to lay out the possibilities of expecting job scopes beyond what's mentioned on the paper.

## 2 Identify and reflect on your company's needs

Neither the interviewer nor the interviewee should have their time wasted if the job being offered doesn't match their qualifications and fails to meet the company's needs. Interviewers should take time to identify and reflect on their company's needs as this allows them to identify and filter out candidates that eventually will be suitable and can add value to the job being offered. Additionally, it's important for interviewers to look at the human aspect of recruiting — which involves the consideration of team dynamic, chemistry, character traits, and more.

### **③ Look through their social media**

Social media platforms can be a reflection upon the character of candidates — much like personal references. This practice isn't uncommon, with social media often offering employers the chance to discover the type of person they are to interview. This can help interviewers understand candidates better, allowing for a better, more complete assessment of their overall job-fit.

# DURING THE INTERVIEW

## 1 Practice warm and welcoming hospitality

Interviews don't have to necessarily be an experience filled with anxiety, nervousness, and fear. Instead, the process should be seen as a useful avenue for interviewers to best understand the candidate's true value and to see them at their best.

Try to make interviewees feel at home, and simple and courteous gestures, such as offering a drink can play a vital role to ensure the entire process runs smoothly.

## 2 Clarify the interview process and job expectations

It is important for the candidates to understand the whole process of the interview to avoid any form of confusion. This can involve multi-stage interviews, the time it might take for the hiring team to come to a final decision, job expectations, and more.

## 3 Don't rush, and ask a balanced set of questions

Don't make candidates feel like they are thrown into a deep swimming pool right at the get-go. Instead, it's a useful idea to engage the interviewees in casual conversation to break the ice — which should also help you to judge a candidate's communication skills in an informal setting.

Remember: humanise the interview process, and you should be able to get a clearer picture of the candidate's overall suitability for the organisation.

## **4 Prepare for questions by candidates**

Most of the time, when interviewers ask candidates if they have any questions at the end of the interview, chances are some will and some may not. If they are asking, they are doing it because of curiosity and want to know about the company's policies and atmosphere. It is the responsibility of the interviewers to make sure they are able to answer the questions confidently, ensuring that candidates have a full understanding (or close) of the job, organisation, and anything else that may be relevant.

# AFTER THE INTERVIEW

## ① Provide a time frame

Regardless how the interview progressed, it is always advisable to adopt a professional manner when thanking the candidate for their time, and if possible, providing the candidate with an estimated timeline to expect follow-ups.

This is a courtesy move to allow candidates to prepare accordingly and plan their future plans, regardless of the outcome.

## ② Keep options open

Even if a candidate was not selected for the particular position he or she had applied for, it can be mutually beneficial for companies to keep candidate profiles in review for future use, should a relevant vacancy open up. This can also offer candidates some respite, in that if a relevant vacancy opens up in the future, they stand a chance of getting a shot at another interview, and possibly find themselves hired for the job.



# **HOW DIGITALISING WITH ALTHR CAN HELP INTERVIEWERS, EMPLOYERS, AND EMPLOYEES**

The process of digitalisation should start with the way you handle the employee experience — which starts with the interview process. Whether you're an employer, HR manager, or simply an employee looking to improve the employee experience at your organisation, it's crucial that the right HR solution is in place.

Designed to help businesses in Malaysia survive, and thrive in 2023 (and beyond), altHR has undoubtedly become essential for organisations of all sizes looking to successfully navigate the new normal, and the digital era. With a wide range of modules ranging from core HR functions such as Leaves and Expenses to Time Tracking and Rostering, the super app even comes with add-on features that truly help to take your HR to the next level.

This includes modules such as a Documents module to store all of your company's crucial documents, a Performance Management feature to track and schedule customisable employee appraisals — as well as daily Check-Ins, Rostering, and Time-Tracking modules — the best HRMS in Malaysia is key to managing the digital workplace.

The best part? altHR is a continually evolving product, one that has a stated aim of empowering Malaysian businesses to do what they do best — leave the nitty gritty to us.

## **Ready to go digital with altHR?**

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