Introduction To Motivation-Based Interviewing

Presented By Hiring Expert, CAROL QUINN
Do we really need a new interviewing method?
The Evolution of Interviewing

In the beginning – Gut feeling

1980’s - Hypothetical & Open-Ended Questions

1990’s - Behavior-based interviewing introduced
Where Are We Today?
TOP 5 Characteristics of a Bad Hire

Employers reported several behavioral and productivity-related issues:

1. Employee didn’t produce the proper quality of work.
2. Employee didn’t work well with other employees.
3. Employee had a negative attitude.
4. Customers complained about the employee.
5. Employee didn’t meet deadlines.

We have interviewers who are unable to screen out an unproductive, uncooperative, pessimist who repels customers.

The survey found that a single bad hire can significantly affect an organization’s bottom line.
3 REASONS WHY Behavior-based Interviewing Is Failing Us

1. “Skill” is used as the sole criteria for identifying High Performers.
2. Questions that benefit the applicant...not the interviewer.
3. No hiring standard.
“...I suspect they’ll come to the same conclusion that behavior-based interviewing doesn’t improve quality-of-hire, and in many cases actually causes it to decline.”

Lou Adler
(from an ERE.net article)
Do we really need a new interviewing method?

YES!
The Next Evolution...

In the beginning – Gut feeling

- Hypothetical & open-ended questions
- Behavior-based interviewing
- Motivation-based interviewing
“MBI” FOR SHORT
As of 2013

MBI World Map

MBI Spanning The Globe
Regions in green are using MBI
3 Things You Should Know About MBI

1. MBI assesses the three components common to ALL High Performers.

2. MBI uses three simple, yet powerful rules to create highly effective interview questions.

3. MBI has a build-in ‘Hire ONLY High Performers’ Hiring Standard.
The 3 Components Common To ALL High Performers

When these 3 come together, they create an unstoppable self-motivation that enable High Performers to achieve better results.

**PASSION**
“I LOVE Doing This!”

**ATTITUDE**
“I CAN Figure Out A Way To Achieve This!”

**SKILL**
“I’m GREAT At Doing This!”

THE HIGH PERFORMER MODEL
Understanding ‘The Process of Achievement’

GOAL

Assess Possibility

“NO! I CAN’T.”

Assess Possibility

“YES... I think I can!”

Obstacle Response

“NO! I CAN’T.”

Assess Possibility

“YES... I think I can!”

Encounter an Obstacle

Go Into Problem-Solving Mode. Try, Fail, Try, Fail, Try... Find Solution!

REPEAT

EXIT

ACHIEVE GOAL 😊...or quit trying 😞
Two Consistent LAWS of Achievement

1. There are ALWAYS obstacles!

2. Only those who find a way to overcome the obstacles get to their goal.
What Exactly Is An "Obstacle"?

- Anything that blocks the path to a goal.
- Something we DON’T KNOW HOW to conquer or overcome. Not knowing how makes it difficult.
- Obstacles force people to decide whether they think they can or cannot be conquered, which in turn, exposes their attitude.

VERY, VERY IMPORTANT!!!
1. Describe the major difference between the two managers.

2. When did you *first* notice this difference?

3. Do you think this difference played a role in what each manager was able to achieve?
Passion is assessed by determining what motivates the candidate. It’s considered the single most powerful natural self-motivator there is. Passion is not something you talk someone into feeling when they don’t.

“Passion is energy. Feel the power that comes from focusing on what excites you.”

Hiring High Performers is about aligning your selection process with how achievement comes about.
When **Passion & Attitude** Join Forces!

Which quadrant applies to the following:

“**I can AND I really want to.**”
Motivation-Based Interviewing 101

How it works:

• Properly & consistently phrased skill-assessment questions are used to gather both skill and attitude information.

• The applicant’s predominant response to difficult challenges/obstacles is determined. This is considered the #1 predictor of future success.

• Five specific questions are used to assess passion, or what motivates the applicant. The applicant’s passion and the job duties should be a match.

• When the right attitude joins forces with passion, the result is a highly self-motivated individual who achieves better results.

• The built-in “Hire ONLY High Performers” hiring standard includes the 3 components common to all High Performers - skill, attitude & passion.
MOTIVATION-BASED INTERVIEWING

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LEARN HOW TO HIRE HIGH PERFORMERS

Don’t Hire Anyone Without Me!
Carol Quinn

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