

PRIDESTAFF®

They **Are** Out There
[Finding High Performers]



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The differences between high performing employees and the rest of the pack are immense. They possess better communication skills, better planning and organizing ability, greater capability to adapt, and greater ability to learn.

And when top performers work for your company, the return on investment shows itself in many ways – greater efficiency, less turnover, more creativity. In short, superior performance employees help you improve your bottom line.

So how do you spot high achievers? Here's your first step – don't rely on traditional hiring techniques. Resumes don't tell the whole story. And functional interviews typically highlight knowledge rather than results.

Want to find the best employees every time?

Add these steps to your hiring process:

- 1.** Identify the key behavioral traits of your current top performers.
- 2.** Familiarize yourself with the common characteristics of each trait.
- 3.** Use behavioral interview questions to determine whether candidates possess the desired traits. These questions help uncover specific examples when a candidate demonstrated a trait you're seeking. Remember: past performance is the best indicator of future behavior!

In every company and in every job, key performance traits for top performers will vary. But as a start, here are several behavioral traits and associated characteristics typically linked to superior performance. To help with your hiring process, we've included a few sample behavioral interview questions you can use to evaluate each trait.





Success Trait #1: Initiative

Characteristics	Determining Questions
Does more than what's expected or required.	Tell me about a time you took initiative and went above and beyond the call of duty.
Takes risks that result in success at work.	Tell me about a time when you created a new process or program that was considered risky. What was the result?
Refuses to let intellectual or promotional plateaus stop professional growth.	Tell me about a time when you encountered obstacles while pursuing an important professional goal. Did you reach the goal? How?
Makes an effort to improve continuously.	What new skills have you learned in the past 12 months? What would you like to learn in the next year?
Demonstrates perseverance even when things aren't going well.	Tell me about a time when you worked on a project that ran into problems. How did you handle the situation?





Success Trait #2: Personal Effectiveness

Characteristics	Determining Questions
Confronts rather than avoids frustrations.	Tell me about a work situation that bugged you. How did you resolve it?
Has defined and realistic personal and business goals.	What are your three top personal and business goals? How do you measure your success in terms of reaching those goals?
Has a consistent history of personal and business successes.	Describe three goals you've successfully met in your professional (or personal) life. Describe what made you successful in meeting those goals.
Has a positive self image/confidence in his or her ability to succeed.	Have you ever been displeased with your own performance? When, why, and what did you do about it?
Focuses clearly on goals and objectives.	Describe a specific goal you set for yourself and how successful you were in meeting it.





Success Trait #3: Flexibility

Characteristics	Determining Questions
Demonstrates creativity when problem-solving.	Describe the most creative idea that you've implemented to solve a problem. How did you come up with the solution?
Seeks compromise in challenging situations.	Tell me about the most difficult challenge you faced in trying to work cooperatively with someone who did not share your ideas. How did you deal with the situation?
Views change as an opportunity for growth.	Describe a significant change in your job responsibilities and the steps you took to manage the transition.
Does not become frustrated/easily finds alternate ways to succeed.	Tell me about a situation when you abruptly had to change what you were doing. What was the outcome?
Manages multiple goals and related tasks.	Describe a situation that required you to do a number of things at the same time. How did you manage your time? How successful were you?





Success Trait #4: Knowledge

Characteristics	Determining Questions
Possesses functional product or service expertise.	Tell me about products or services that were sold or implemented primarily because of your efforts. What was your role? What was the outcome?
Understands customer requirements and possible solutions.	Tell me about a situation in which you were confronted with a complex customer need. How did you go about satisfying it?
Has comprehensive knowledge of the market or the territory.	Tell me about a time when you recognized a change in your market or territory. What did you do? How successful were you?
Works to keep his or her skills up to date.	How have you kept on top of the current trends in your area of expertise?
Possesses the ability to think analytically.	What process do you use to solve problems? Tell me about a time you had to analyze information and make a recommendation.





Success Trait #5: Teamwork

Characteristics	Determining Questions
Understands that others can provide valuable ideas.	Give me some examples of how you encouraged others to share their ideas with you. Were their ideas useful?
Works toward consensus on issues affecting other employees.	Tell me about a time when you felt it necessary to modify or change your actions in order to respond to the needs of another person.
Collaborates well with bosses and co-workers.	Tell me about the most difficult co-worker or boss with whom you have ever had to work. What actions did you take that helped? What made things worse? What would you do differently?
Accepts constructive criticism.	Describe a time that you received less than positive feedback from your boss. How did you respond? Did you implement any changes as a result?
Possesses good interpersonal skills.	Describe a sensitive situation in which you were able to guide your actions by your understanding of the needs or values of others.





Success Trait #6: Leadership

Characteristics	Determining Questions
Questions conventional ideas, even when others will not.	Have you ever tried to “sell” an idea that wasn’t conventional? How did you do it? Did your co-workers “buy” it?
Develops and maintains good working relationships.	Describe a time you helped resolve a conflict between co-workers. What was the conflict and how did you resolve it?
Possesses honesty and integrity.	Have you ever experienced a personal loss from doing what is right?
Works to develop others.	Tell me about a time when you were able to provide a co-worker with valuable job guidance.
Shows trust in the abilities of other people.	Discuss a time when you had to delegate responsibility. How did you assign roles? Monitor progress? Evaluate performance?





Hire Top Performers *FFaster*

Finding the time to hire the best can be difficult, especially when you are responsible for handling critical day-to-day duties. If you need some help hiring outstanding temporary or direct employees, we can serve as a valuable partner by:

- Providing access to a large database filled with high potential candidates.
- Overseeing sourcing and screening procedures.
- Performing behavior-based interviews.
- Managing administrative duties.
- Benchmarking your positions through our On Target program.

If you're interested in learning about ways we can help you meet critical staffing needs, please give us a call.



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