

## Assessing Capability - Activities

How good is anyone at their job?

We can't all be the best. We can't all even be in the top 50%. Yet it's human nature to have an over inflated opinion of our capability.

As recruiters we need to ensure we are working with candidates who are capable of doing what their client needs. This can be either through potential, or evidence of previous capability to deliver similar results.

Good telephone interviewing helps you to discover how capable someone is.

Look at the job you are working on. What does the candidate need to be able to do?

What they are expected to be able to do is an outcome, not a skill set

*e.g. A Software Developer needs to be able to create code to produce a functional programme, not have 5 years experience of using a programming language.*

To assess capability, once you've understood what is required in the job, apply a STAR question technique:

<b>SITUATION</b>	Tell me about a recent piece of code you've had to create to develop a shopping cart for an ecommerce platform
<b>TASK</b>	What was the goal? What functionality did it need?
<b>ACTION</b>	How did you do it? What challenges did you face?
<b>RESULT</b>	What was the outcome? What would you do differently next time?

A STAR question technique pulls through evidence and helps us to then sell the candidate to the end client with a story to back up their skills.



Key activities to complete:

Focus this week on pulling a STAR from every candidate you work with