



HOW TO SPOT **RED FLAGS** WHEN HIRING A DISTANT ASSISTANT

5 Ways to Make Sure You
are Hiring the Right Person
for the Job



5 WAYS TO MAKE SURE YOU ARE HIRING THE RIGHT PERSON FOR THE JOB

- 1. SPOTTING NON-VERBAL CLUES**
- 2. REQUIRING ROLEPLAYS**
- 3. PERSONALITY PROFILING**
- 4. BACKGROUND CHECKING**
- 5. ASKING THE RIGHT QUESTIONS**



SPOTTING NON-VERBAL CLUES



ARRIVING LATE FOR THE INTERVIEW

If a candidate is late for an interview without giving a heads-up, that is a bad sign.

It could mean that they are not taking the job seriously. That, or they could be bad at planning and prioritizing their schedule.

This can be an issue when they start working with you.



INCONSISTENT CAREER PATH

Frequent changes in career path could mean candidates easily get bored with tasks, lack capabilities for the job, or have attitude issues that lead to their resignation or termination.



SPOTTING NON-VERBAL CLUES



LACK OF ENERGY

If candidates show low levels of energy during interviews, this could mean they are not excited for the job.

This could also indicate that they have a lot of commitments that are draining them of energy.



UNPROFESSIONAL APPEARANCE

Working remotely is not an excuse to not dress up well for work, more so if you are trying to pass a job interview.

Showing up during interviews with an unprofessional look can indicate laziness or lack of value and respect for the job.

A well-dressed candidate shows they take the job seriously and are always excited to go to work.



SPOTTING NON-VERBAL CLUES

Observe their gestures and posture during the interview.



SLOUCHED

This could mean that the candidate lacks self-confidence in himself.

Another possibility is that they don't respect the interviewer.

You definitely want candidates who care enough to sit up straight during interviews.



LACK OF EYE CONTACT

This can be a sign of lack of confidence or the candidate is trying to hide something.

They could also be distracted with whatever is going on around them. This does not bode well if they can't channel out distractions during work hours.



SPOTTING NON-VERBAL CLUES

Observe their posture and gestures during the interview.

SOME POSITIVE EXAMPLES

- **Seated Straight, Slightly Leaning Forward**
 - Sitting straight or slightly leaning forward means that they are interested in what you have to say.
- **Appropriate eye contact**
 - This indicates that the candidate is serious, attentive, shows respect and very much interested in the job.





REQUIRING ROLEPLAYS

You will have a better gauge of a candidate's attitude and experience when you do roleplays with them. It could be about their roles at their previous work or possible scenarios they'll face while working for you.

If candidates cannot do a roleplay of what they placed in their resumes, that is a Red Flag.

Consider the following examples:

1. Act as an angry customer complaining about a product or service and let the candidate handle the complaint.

What to look for: Experience in customer service, problem solving skills.

- How well did they handle the call?
- Were they able to pacify the customer?
- What was their solution?



REQUIRING ROLEPLAYS

2. You want payments to be settled in a timely manner. Ask the candidate to act as your representative and call you as the customer to collect your delayed payment.

What to look for: Experience in customer service, professional yet firm behavior

- Was the candidate able to convince you to pay your dues?
- How did they sound during the call? What was their tone of voice?

3. Let's say you own a clinic and you want your employee to verify your patient's insurance details. Act as the insurance company and ask the candidate to call you about a certain patient's insurance.

What to look for: Experience in insurance verification, phone skills, phone ethics.

- Did they handle the call well?
- Were they clear with their intentions for the call?
- Did they ask the right questions?
- How polite were they during the call?



PERSONALITY PROFILING



Personality Profiling

It is very important to make sure that you and your employee is a good fit in terms of behavioral traits, attitude and characteristics.

Understanding each other's strengths and weaknesses will enable you to respect one another and make a change for the better. This will help foster a better work relationship in the long run.

Conducting Personality Profiling will help you decide the type of candidate you want to hire.

For example, if you are looking for a supervisor, you will more likely hire someone with evident leadership and people skills.



BACKGROUND CHECKING



Candidates can lie about their previous employment issues during interviews.

One vital part of every hiring process is to properly check candidate's background for the following reasons:



BACKGROUND CHECKING



SAFETY AND REPUTATION:

Candidates with negative records from their previous employers can pose a threat to your business. You do not want to employ someone who can bring harm to their fellow workers, or cause a bad reputation with clients.

VERIFICATION OF QUALIFICATIONS:

There are some who fake someone else's credentials just to get a job. In order to make sure that candidates are truly certified in a certain field, it is a good idea to request for verified records that are related to their credentials.

**Take note that there are legal considerations in doing background checks such as violations in privacy depending on your state laws.



ASKING THE RIGHT QUESTIONS



Why Ask the Right Questions?

The key to a successful hiring is not the amount of questions you ask, but more on the type of questions you ask. Asking the right questions will give you the necessary information you need to help you in making the right hiring decision.

There are three aspects to consider when hiring: the right skills, the right experience, and the right attitude.

Skills and experience can be assessed through their resume. Soft skills can be assessed through personality profiling. However, all of these aspects can be probed deeper by asking the right questions during interviews.



ASKING THE RIGHT QUESTIONS

Top 7 Skills to Base Your Questions When Hiring a Distant Assistant

The skills priority will depend on job roles and company preferences. These are the most common skills that we found to be most consistent among successful candidates that we have hired over the years.

- 1. Effective Communication**
- 2. Team Culture**
- 3. Time Management**
- 4. Adaptability**
- 5. Teamwork**
- 6. Growth Potential**
- 7. Leadership**



ASKING THE RIGHT QUESTIONS

Effective Communication

This is a very important skill to consider when hiring a remote worker. Having someone who can communicate effectively will save you from the frustration of lost time and money due to miscommunication.

ASSESS FOR:

- Attentiveness or attention to details
- Conciseness in delivering answers
- Clarifying
- Confidence on what they say

WATCH OUT FOR:

- Giving limited answers
- Failure to Listen
- Not Clarifying
- Not asking questions



ASKING THE RIGHT QUESTIONS

Effective Communication

SAMPLE QUESTIONS:

WHAT TO LOOK FOR :

1. What would you do if you received an unclear instruction from your manager?
 - a. Courage to ask and clarify information.
2. What challenges have you encountered in communicating with your remote team? How did you handle them?
 - a. Resourcefulness to find ways to communicate with other team members in times of technical issues. Finding time to talk and discuss issues together.
3. How would you suggest to your manager a better approach to doing things?
 - a. Ability to express their ideas, being assertive in their opinion and yet not being pushy.
4. Have you ever talked to an angry customer? If so, how did you manage the situation?
 - a. Ability to listen and empathize to the customer and find ways of calming them down.
5. How would you respond to a negative online review about your company?
 - a. A calm attitude. Not arrogant, but is able to respond professionally to reviewers.



ASKING THE RIGHT QUESTIONS

Team Culture

Employees who are willing to embrace and contribute to your company culture are more likely to stay longer and help foster the work environment in your company.

ASSESS FOR:

- Integrity
- Positive Attitude towards work
- Motivation

WATCH OUT FOR:

- Dishonesty
- Mismatch in values
- Different leadership style preferences
- Violation to policies



ASKING THE RIGHT QUESTIONS

Team Culture

SAMPLE QUESTIONS:

WHAT TO LOOK FOR:

1. What would be your reasons to quit a job?
 - a. Expectations. Their expectations from the job will tell what type of culture they want to work in. This is your chance to know whether they are a good fit for your company or not.
2. What is it that you liked with your previous job that you want to see in our company?
 - a. Cultural preferences. What do they value most in a job? If they can't find this in your company they might quit at one point.
3. How would you change an institutional way of doing things if you felt there was a better approach?
 - a. Ability to communicate, being assertive in their opinion and yet not being pushy.
4. What motivates you to work?
 - a. Passion in what they do. Show the kind of work environment they prefer, or their source of motivation.
5. What would you do if you saw a coworker reading sensitive information on your manager's desk?
 - a. Ability to confront seemingly minor mistakes and bringing them to the attention of the appropriate authorities if needed.



ASKING THE RIGHT QUESTIONS

Time Management

Workers who are able to plan and organize tasks help decrease the number of unmet deadlines, thus increasing productivity.

ASSESS FOR:

- Organization and prioritization skills
- Ability to separate important from urgent
- Practice of creating to-do lists
- Ability to estimate the time, effort and resources needed for tasks
- Using their time wisely and avoiding distractions

WATCH OUT FOR:

- Procrastination
- No definite plan for their day
- Inability to prioritize
- Too much multitasking



ASKING THE RIGHT QUESTIONS

Time Management

SAMPLE QUESTIONS:

WHAT TO LOOK FOR:

1. Tell me about a time when your deadline was so close and you were given multiple tasks to complete. How did you manage to meet your deadline?
 - a. Ability to distinguish which tasks should come first and focus on them.
2. Describe to me what your typical day looks like.
 - a. A detailed plan for their day. You'll know how organized they are if they follow a certain routine.
3. Have you tried working with multiple clients? How did you prioritize your duties?
 - a. Ability to organize tasks and avoid distractions.
4. What is your basis of prioritization?
 - a. Ability to distinguish urgency tasks and awareness of deadlines.
5. Describe a time you successfully delegated some tasks to your colleagues.
 - a. Willingness to delegate. Awareness that there are skills that need to be delegated properly so that they can focus on more important tasks.



ASKING THE RIGHT QUESTIONS

Adaptability

Candidates who easily adapt to shifts in leadership, systems, processes, and remote work environment are more likely to contribute to the company's stability and growth.

ASSESS FOR:

- Willingness, eagerness or excitement to step out of their comfort zone to **try something new** and be successful in it
- Ability to multitask and work under pressure
- Acceptance of other people's working styles

WATCH OUT FOR:

- Fear of trying something new
- Negativity, close-mindedness, and resistance to change



ASKING THE RIGHT QUESTIONS

Adaptability

SAMPLE QUESTIONS:

WHAT TO LOOK FOR:

1. Describe a time when you had to be pulled out to a different department without prior training. How did you handle the situation? What was the result?
 - a. Eagerness to accept the job, humility to ask for help and ability to go the extra mile to research things on their own.
2. How would you react when you are working on a project for quite some time and your supervisor tells you that the project's requirements changed suddenly?
 - a. Willingness to set aside what they finished and flexibility to adjust to the new requirements.
3. Tell me about a time when you had to work with a new hiree who has a different working style. How did you deal with them?
 - a. Willingness to accept other people's ideas and adjust to it, ability to observe other people's working styles
4. What is your perception of change? Is this something good or bad? Why?
 - a. Positive view of change, ability to see it as a necessity for the growth of an individual, a team of a company.
5. Let's say your managers are in a conference and an emergency happens at your workplace? How would you handle it?
 - a. Ability to stay calm and quickly come up with solutions based on careful judgement and consideration of consequences..



ASKING THE RIGHT QUESTIONS

Teamwork

Employees who work harmoniously with different people of different roles and work styles are more likely to impact the team to accomplish better results.

ASSESS FOR:

- Receptivity for feedback
- Acknowledgment of other people's skills, ideas and accomplishments

WATCH OUT FOR:

- Trust issues
- The "me, myself and I" attitude
- Preference to doing the job alone most of the time
- Avoidance of difficult people



ASKING THE RIGHT QUESTIONS

Teamwork

**SAMPLE
QUESTIONS:
WHAT TO LOOK
FOR:**

1. What do you think is the importance of working in a team?
 - a. Ability to state positive effects of teamwork such as efficiency.
2. Tell me about a time you had a conflict with a workmate. How did you handle the situation?
 - a. Willingness to embrace the personality of others and find opportunities to resolve conflict.
3. Describe a time your co-worker did not understand your instruction then went ahead to do the job and ended up with the wrong output. How did you handle this?
 - a. Ability to reflect on the situation and improve their communication skills as well as having patience and understanding towards others.
4. What do you think is the greatest challenge in working with people remotely?
 - a. Initiative to start consistent and open communication with team members virtually. Asking questions and clarifying to make sure information is received accurately.
5. Do you prefer working alone or working in a team?
 - a. Eagerness to get to know more people, and acknowledge the value of other people's input towards the success of a project.



ASKING THE RIGHT QUESTIONS

Growth Potential

Look for employees who are willing to grow personally, grow with you and help you build your business in the long run.

ASSESS FOR:

- Desire to grow professionally
- Ability to clearly state their career goals
- Desire to pursue further studies

WATCH OUT FOR:

- Lack of aspiration
- Goals that are not aligned with your business goals
- Vague or unrealistic career goals



ASKING THE RIGHT QUESTIONS

Growth Potential

SAMPLE QUESTIONS:

WHAT TO LOOK FOR:

1. What made you look for a new job?
 - a. Willingness to learn new skills and desire to grow.
2. Where do you see yourself 5 years from now?
 - a. Clarity on what they want and a plan to achieve these goals.
3. What are your expectations in your next position?
 - a. Desire for growth and promotion. If they are looking for growth opportunities, it is more likely that they are willing to grow with you and bring your business to the next level.
4. In which ways do you think your new role aligns with your professional goals?
 - a. Goal alignment with your company. If their career goals are not aligned with yours, they will more likely leave you after sometime.
5. What would getting this job mean to you professionally and personally?
 - a. Excitement to learn new things, to grow and be of help.



ASKING THE RIGHT QUESTIONS

Leadership

Even if you are not hiring for a leadership role, it is important to consider candidates who have good critical thinking skills and the ability to influence, empower, and unleash the potential of others to accomplish goals.

ASSESS FOR:

- Ability to approach problems step-by-step
- Good analysis of pros and cons and support their decisions
- Can-do attitude and a creative mindset
- Ability to inspire and empower others
- Taking the initiative
- Ability to see the potential in others and help them grow.

WATCH OUT FOR:

- Pessimism and negative view of challenges
- Passive behavior and lack of initiative,
- Lack of vision
- Impatience, arrogance, tendency to blame others
- Not checking the facts and focusing so much on the problem, not the solution.
- Lack of consideration on consequences.



ASKING THE RIGHT QUESTIONS

Leadership

SAMPLE QUESTIONS:

WHAT TO LOOK FOR:

1. Tell me about a time a huge mistake occurred at work within your group that affected the operation. What did you do and what was the outcome.
 - a. A strong sense of accountability for their actions, being able to cause others to reflect on the mistake and learn from it rather than blaming them.
2. Tell me about the toughest decision you had to make in life.
 - a. Ability to weigh both sides of things and decide on their own considering the possible outcomes of their decisions.
3. They just assigned you to take charge of a team and the sales are going down drastically. What would you do to increase sales?
 - a. Ability to inspire and motivate the team to work harder. Ability to lead by example or even set up training in order to positively drive the team.
4. Give an example of a time you were able to foresee and fix a problem before it became worse.
 - a. Ability to look ahead and be proactive to mitigate possible problems that may arise through acting on it ahead of time.
5. Describe a time when you had to convince your boss to try your approach in solving a problem.
 - a. Ability to present the pros and cons and the facts that may affect the manager's decision.



**THANK YOU
VERY MUCH**

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