

# Shadowmatch Interview Pack:

## A case study

One of our respected Shadowmatch clients recently realised the value of the Shadowmatch interview packs. He had two candidates shortlisted for a specific job. The one was a good match to the benchmark group, however, on face value, he liked the one who wasn't such a good match more. Upon advice from his superior, he decided to interview both, hoping that the one that he liked more will come out strong during the interview process.

He requested the interview packs off the system and invited both candidates for an interview. The candidate who was a good match to the benchmark group, scored particularly well in the interview. The other individual, who didn't match the benchmark well, struggled to give proper examples during the interview process. It was evident that the areas in which her habits didn't match those of the benchmark, were the areas in which she struggled during the interview. The interview pack enabled and empowered the manager to explore the behaviour patterns of both candidates in more detail. It also allowed him to spend time in a face-to-face situation with both candidates.

After interviewing both, he decided to appoint the person who was a good match to the benchmark. Although he liked the person who didn't match the benchmark, he realised that she will find it tough to be successful in doing that job in that specific environment. He commented that the interview was a very good reflection of the Shadowmatch result and it confirmed what he has observed by studying what Shadowmatch indicated. The interview pack assisted him in making his final decision with confidence.

## How does the Interview Packs work?

The interview pack fulfils a specific purpose towards optimal placement of people. The system compares the habits of an individual to the consolidated habits of the top performers. The interview packs provides the interviewer with a framework to observe how these habits function in the practical manifestation of an applicant's behaviour.

The working of the system is very simple. It creates an interview pack with ten questions. The Shadowmatch system administrator / user is prompted to choose a date, time and venue for the interview. The user needs to capture the names of the panel members (if more than one person will be conducting the interview). After this has been set-up, the system creates the questions and e-mails the interview pack to the respective panel members.

The interview questions are based on the habits of the top performers. All candidates that are interviewed for a position in the same department / area as the top performers, will get the same questions. Why the same questions? Because firstly it is a labour law requirement in South Africa and secondly, it allows for a fair, scientific comparison which in turn leads to an informed placement decision. After the interview has been conducted, the candidate's score is captured on the Shadowmatch system and the average is being calculated by the Shadowmatch system.