

STAFF STREET TOOL KIT

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# HOW TO HIRE THE RIGHT STAFF

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# EXPERTISE + EFFICIENCY + COMMUNICATION PROFICIENCY

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At Staff Street, we've built a system of hiring that brings out the things we look for in our staff: *expertise, efficiency, and communication proficiency*. The best way to understand people is to get them talking. Be *intentional* with your questions and keep your interviews *conversational*.

## HIRING FOR

# EXPERTISE

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The truth is, interviews don't have to be formal all the time. The best ones are usually the ones where we get to know the candidate a little better. At **Staff Street**, we find our experts by using a combination of *traditional* hiring methods and *strategic* interviews. Our purpose is to balance experience with potential. We hire people who are good at what they do *and* who have the intuition and the initiative to keep learning new things.

Here are some questions we ask to start the conversation.

(Starters) What chapter are you in in your career?

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(Depth) What's the most surprising thing you've learned in your line of work?

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(Professional Insight) What's the most challenging project you've ever had to do and how did you get through it?

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*(Professional Insight)* Is there a project or a job that you've done that you wish you had done differently? How would you change it knowing what you know now?

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*(Self-Assessment)* Based on your experience, what is the hardest part about doing this kind of work? What would make it easier for you to do it?

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*(Insight on Strategy)* What standards or practice in your professional field do you think needs improvement? How would you improve it?

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*(Specifics)* Based on the certification and training you've acquired, how have you been able to apply them to specific scenarios in your line of work?

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## ADVICE

# BE INTENTIONAL

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Understand the purpose of your questions. Be curious and open, but remember to stay focused on your goal of finding the best possible hire for your team.

## HIRING FOR

# EFFICIENCY

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A lot of factors affect work efficiency. As outsourcing experts, we look at the *people* factor. We try to find candidates who are transparent about their situation, and willing to acquire the tools and develop the systems that work the best for *everybody* involved.

*(Productivity)* What is the most essential part of your day-to-day working environment?

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*(Productivity)* Which productivity tool would you consider a game-changer? How has it improved your process?

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*(Resourcefulness)* **Discuss problem-solving strategies for realistic scenarios.** What's the first thing you do when you encounter problems such as [*insert scenario*]?

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*(Compatibility)* What kind of personalities do you work best with?

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*(Compatibility)* Which role do you prefer to play on a team project? (e.g. leader, creative advisor, organizer, etc.)

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*(Culture)* When was the last time you had a major disagreement while working with other people? How did you work through it?

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*(Creativity)* Can you talk about a time when you made a mistake at work? How did you deal with it?

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*(Leadership)* In your career, what moments of leadership have inspired you the most?

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*(Culture)* Outside of your expertise, what other unique qualities do you bring the teams that you've been part of?

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*(Leadership)* How do you handle receiving and giving criticism and feedback?

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*(Personality)* What do you do to keep yourself motivated and inspired?

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*(Goals)* Where do you hope to see yourself in a few years?

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**ADVICE**

**KEEP IT  
CONVERSATIONAL**

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Instead of talking along the lines of professional experience, our HR experts ask them a series of layered, disarming questions. Imagine you wanted to verify someone's familiarity with real estate, ask around the subject and note the details and consistency of their answers. From there, you can ask more technical questions as you go along.

**HIRING FOR**

# COMMUNICATION PROFICIENCY

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When you are running a team remotely, it makes all the difference when you work with people who are open and communicative. A great hire goes beyond language competency. We prioritize people who are capable of communicating openly and efficiently, and value feedback going both ways.

At **Staff Street**, we've learned that the best way to evaluate communication proficiency is by example. Let your candidates know where they stand and what to expect. You can do that by

- Taking the opportunity to explain the company's day-to-day operations and its general pain points.
- Expressing where you are as a team and sharing your own vision.
- Leveling with your candidate about your own expectations.
- Inviting your candidate to imagine how they might fit into your vision.

(Vision) What's the next step for you in terms of your career?

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(Vision) How can working with us help you achieve your long-term and short-term goals?

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(Openness) What are your immediate concerns about the job or any of its requirements?

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(Openness) If were to hire you, how can we help ease you into the job?

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OUTSOURCING MADE EASY.