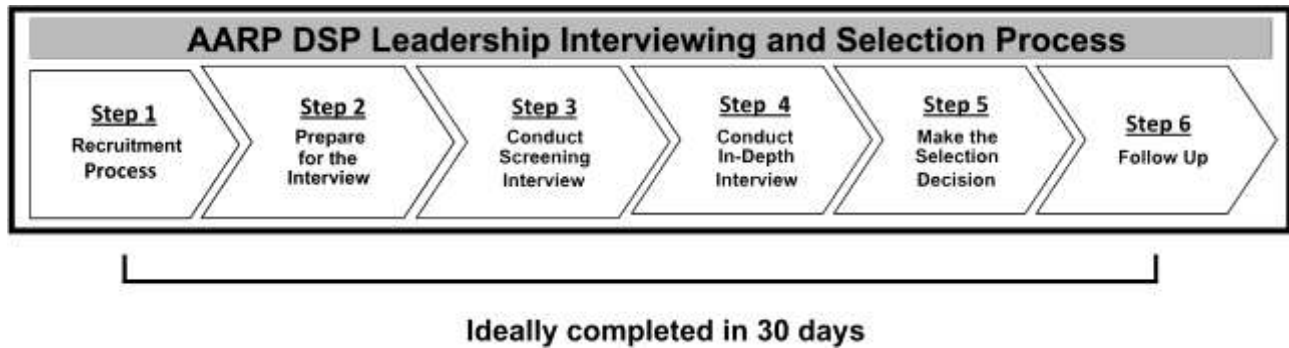


Selecting the Best Volunteers Key Messages



Key Messages about the new Leadership Interview and Selection Process

- We will be implementing a standard leadership interview and selection process that will save us time, help us select the best volunteer and keep us legal.
- Anyone who comes in contact with an applicant is involved in the selection process. It is important for everyone to display a caring, engaging and energetic environment. All parties will be deciding if there is a good fit.
- Preparation is critical to the success of the interview.
- We will be using both a screening interview and an in-depth interview.
- The screening interview will focus on AARP Attributes and Behaviors, which are the foundation for all we do. The purpose of the screening interview is to determine if the applicant has the right qualifications, is a good fit and confirm their continued interest.
- The in-depth interview focuses on the Foundation Leadership competencies, the Technical competencies unique to a position as well as several AARP Attributes and Behaviors. A competency is a group of skills, behaviors or knowledge. It defines a position's performance standards.
- The best way to ensure an environment where all volunteers demonstrate AARP's Attributes and Behaviors is to recruit new volunteers who demonstrate them.
- We will use behavior-based interviewing that focuses on what is needed for success in a position. It eliminates the possibility of asking an illegal question. It is based on the premise that the most accurate predictor of future performance and behavior is past performance and behavior in a similar situation.
- For technical positions, team interviews will be used. Interviewers will be the immediate supervisor (or designee) and a leader that currently holds the targeted position. Each interviewer participates in the rating of the interviewer's answers.

Tools

- A Leadership Interview & Selection Guide has been created to support the process. The Appendices contain sample interview questions, a place to take notes, a rating sheet and reflection questions we can use to help us improve. Both the guide and the Appendices can be found on the volunteer website.