OVERVIEW OF SITUATIONAL INTERVIEW PROCESS

1) **PERFORM A JOB ANALYSIS USING THE CRITICAL INCIDENT TECHNIQUE**

2) **PLACE CRITICAL INCIDENTS INTO RELEVANT JOB DIMENSIONS**
   (e.g., safety, attendance, interpersonal skills)

3) **REWORD CRITICAL INCIDENT INTO QUESTION FORMAT**

   INCIDENT: The employee was married for a year and a half and used any excuse possible to stay home. One day the employee’s children got colds and no one was around to take care of them. So, the employee didn’t show up for work, and didn’t even phone in.

   QUESTION: Your two teenage children are home in bed sick with colds. There are no relatives or friends available to look in on them. Your shift starts in 3 hours. What would you do in this situation?

4) **DECIDE WHICH RESPONSES INDICATE A RATING OF 1, 3, OR 5 ON A 5-POINT SCALE.**

   HOW?

   Think of good, average, and mediocre workers that you have known over the years. How would they have answered such a question?

   EXAMPLE:

<table>
<thead>
<tr>
<th>1</th>
<th>3</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stay home; my family comes first</td>
<td>Phone in and explain the problem</td>
<td>Go in; they just have colds</td>
</tr>
</tbody>
</table>

5) **CONDUCT INTERVIEWS IN GROUPS OF 2 OR MORE (PREFERABLY 3). EACH GROUP MEMBER RECORDS ANSWERS, IN WRITING, AND SCORES THEM INDEPENDENTLY. A DISCUSSION FOLLOWS WHERE A SINGLE SCORE IS GIVEN TO EACH QUESTION.**