Hiring the right candidate is pretty much like looking for a needle in a haystack. Employers complain that a vast majority of the graduates are not competent for the job. EDUCATION MAIL lines up some of the country’s top talent spotters and finds out what looks for in a candidate while hiring.

‘PEOPLE WITH EQ EXPLAIN THE HOW & WHY OF THINGS’

RONALD SERBAO
HR vice-president, Corporate Affairs, Delia Group, on the importance of resilience and not losing hope

- Talent spotters now regard the EQ of the key employee as one of the key attributes for hiring. How do you spot potential and passion during a job interview?
  
  An applicant’s personality, values, energy, and leadership skills get through. It is the time to ask a candidate if he/she is likely to be successful in the same way as others with whom he/she will work. We look for companies who display flexibility, which will help us to deal with uncertain and unpredictable situations under tough conditions.

- What are some of the other essential attributes you look for in a job applicant?

  Ability and willingness to learn, flexibility, dependability, and leadership skills such as intelligence, leadership ability, adaptability, emotional intelligence, promotability, and good knowledge and understanding in their core competence in which the organization will benefit.

- What are some of the common issues you come across in graduates while hiring?

  Unrealistic expectations and not sure of what they want to do with their career. The best career advice is to network, stay patient, and increase the effort in job search.

  There will be days when you are going to face setbacks, but you need to keep your head up, that the whole world is conspiring against you. The real challenge is to remain confident and persistent.

- How crucial is a candidate’s domain knowledge when you are evaluating a new hire, and what is your experience on this front?

  The new hire is the one who is entering a new territory, and it is important for him/her to assimilate into the team and start contributing to the deliverables.

  Good knowledge is essential as it helps the HR person to place the right candidate in the right department.

  What is the transitional change which a candidate has to be prepared for when he/she enters the job market from the campus?

  You have to be well prepared while changing from a university to a work environment where the key areas are well defined and performances are measured keeping the overall goals and objectives of the company.

- How beneficial is social media in hiring candidates?

  Social media is emerging as the future hub of good talent. It is proving beneficial to both employers and employees. It will eventually reduce the employers’ dependability on different job portals and consultants and increase their chances of finding the right fit.

- How can a candidate make himself/herself valuable in his/her own eyes?

  A high level of emotional intelligence (EQ), which includes self skills such as confidence, patience, understanding, and great interpersonal skills, can make an individual valuable. But EQ don’t just answer the question, but they explain the how and why. Honestly, high integrity and problem-solving capability are a few other things that definitely benefit an organisation.

- How severe can be the cost of making mistakes on a professional level, as opposed to academics, where one can afford with a little red circle?

  The cost of selecting the wrong person can run into the hundreds of thousands or even millions of dollars, not to mention the potential negative impact to a company’s morale and image. Therefore, being prepared to cost you two and one-half times the person’s salary.

- The best career advice is to network, be patient, and increase the effort in job search.

  People with the right EQ are better suited for the job.