

# MASTERING INTERVIEW SKILLS TO HIRE THE RIGHT TALENT

**Building Extraordinary Teams with the Right Process**



ELITE RETREAT 2025

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*"I noticed that the dynamic range between what an average person could accomplish and what the best person could accomplish was 50 or 100 to 1.*

*Given that, you're well advised to go after the cream of the cream....A small team of A+ players can run circles around a giant team of B and C players."*

*—Steve Jobs*

# Knowing Who You Want to Attract

Building Extraordinary Teams with the Right Process



## Hire to the DISC

Interview structure, DISC profile-based hiring, and identifying the right talent for sales and admin roles.



## Order of Hiring

Effective hiring builds extraordinary teams, strengthens leadership, and reinforces your brokerage's brand.



## Who is Your Avatar?

A strong hiring process ensures alignment with team culture and drives long-term success.

# Hiring to the DISC Profile

Matching Talent to Roles for Success

## Understanding DISC

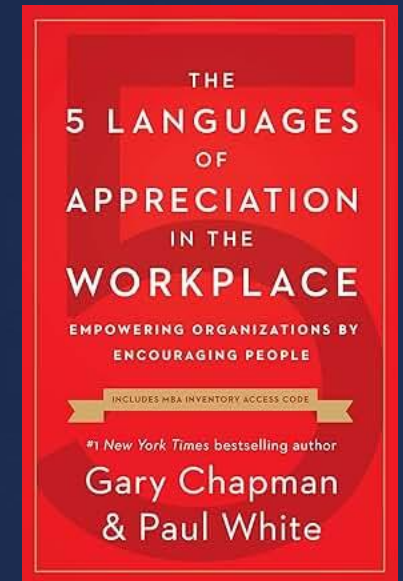
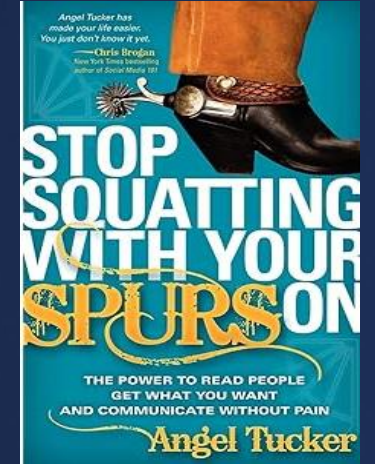
DISC measures Dominance, Influence, Steadiness, and Compliance to identify personality traits.

## Sales Agents

Look for high Influence (I) and Steadiness (S) traits to drive results and connect with clients.

## Administrative

Prioritize Steadiness (S) and Compliance (C) for organized, dependable support.



# Order of Hiring

1 Outsource Transaction Coordination

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2 Hire In-Person Assistant

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3 Hire Virtual Assistant(s)

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**2B.  
Hire  
Team  
Agent(s)**

# Who is Your Avatar?

Team Agent versus Solo Agent – Two Separate Paths

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5 Year Goal

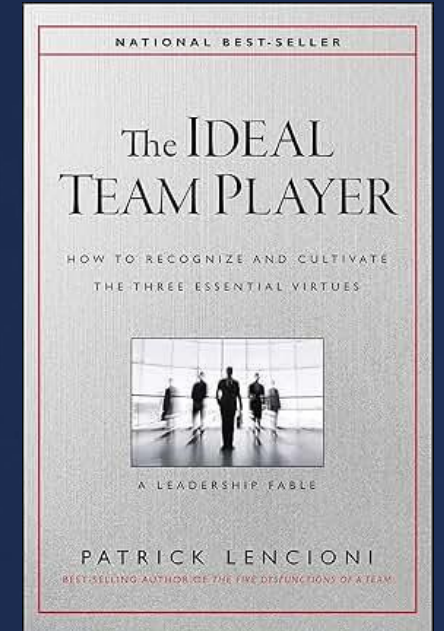
What does their vision for their business look like in 5 years?



DISC Differences

High D?  
High I?  
How much S?

Hungry  
Humble  
&  
Smart





# Structuring the Interview Process

Steps to Evaluate and Identify Top Talent

**1** **Phone Screening:** Screening for character, commitment, coachability, and capacity.

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**2** **In-Person Interview:** Evaluating skill set, coachability, and work ethic with detailed scoring systems.

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**3** **Team Meeting & Trainings:** Immersion into the team culture.

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# Crafting Effective Interview Questions

Unlocking Insights While Avoiding Pitfalls



## Questions to Evaluate Core Traits

Ask about coachability, work ethic, prior success, and motivation.



## Sample Questions

Examples: 'What's your morning routine?' 'How competitive are you?'



## Questions to Avoid

Avoid legally sensitive topics like age, marital status, and financial details.

# External Dialogue

## Sample Interview Questions

- Tell me a little about yourself?
- Current occupation or years in business
- If I could wave a magic wand, what would your life and business look like 1 year from now? 5 years? 10 years?
- What was the most challenging experience you ever had, business or personal, where your ability to get through it gives you a sense of pride?
- What type of leadership have you responded well to in the past?
- What type of leader did you not respond well to?
- What's your experience been with accountability?

# Internal Dialogue

## Questions for post-interview reflection

- Did they arrive on time?
- How did they present themselves (look, dress, language, manners)?
- Did they take the interview seriously?
- Are they likeable?
- Would I be proud to introduce them?
- Would I be comfortable referring a client?
- Would I give them keys to my house?
- Would I list my own house with them?
- What is their pain or pleasure? What motivates them?
- What is their personality type?
- How do they make decisions?
- Considering their body language, what stands out?
- Do you think they have what it takes?

# Putting It All Into Action

Steps to Master Your Hiring Process



## Build a Custom Interview Roadmap

Map out your process: phone screening → in person interview → team meeting → shadowing.



## Leverage DISC for Every Role

Use DISC profiles to identify the right traits for sales agents, admins, and virtual assistants.



## Review and Refine Regularly

Evaluate your questions, process, and outcomes quarterly to improve.



# Thank You!

*Let's Connect!*



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