

Cultural Fit



If you want to find out how well someone matches your business culture, we recommend a cultural fit interview



This must be undertaken by a “keeper of the values” or “cultural ambassador”.

There are five BIG values which make up a personality:

THE BIG FIVE FRAMEWORK OF PERSONALITY TRAITS		
Trait	Associated Tendencies	
Extraversion (vs Introversion)	- Gregarious (sociable) - Assertiveness (forceful) - Activity (energetic)	- Excitement-seeking (adventurous) - Positive Emotions (enthusiastic) - Warmth (outgoing)
Conscientiousness (vs Lack of Direction)	- Competence (efficient) - Order (organised) - Dutifulness (not careless)	- Achievement striving (thorough) - Self-disciplined (not lazy) - Deliberation (not impulsive)
Openness to Experience (vs Closedness)	- Ideas (curious) - Fantasy (imaginative) - Aesthetics (artistic)	- Actions (wide interests) - Feelings (excitable) - Values (unconventional)
Agreeableness (vs Antagonism)	- Trust (forgiving) - Modesty (not show-off) - Altruism (warm)	- Compliance (not stubborn) - Tender-mindedness (sympathetic) - Straightforwardness (not demanding)
Neuroticism (vs Emotional Stability)	- Anxiety (tense) - Angry Hostility (irritable) - Depression (not contented)	- Self-consciousness (shy) - Impulsiveness (moody) - Vulnerability (not self-confident)

Each has a number of sub-traits which may be of significance to your business. What you need to ask depends upon which characteristic you need to identify.

To help you ask the right cultural question, here are a few examples to get you started:

- Conscientious – What is the main sense of duty you feel about your work?
- Hard working - “If I walked past your desk at 5.30pm, what would I find?”
- Customer service - “What brands do you admire and why?” “When did you last make a complaint about something?” “When and why did you last recommend a product or service to a friend?”
- Honesty and integrity - “When did you last feel someone was lying to you or withholding the whole truth?”
- Challenge - “Describe a time when you had to meet a particularly demanding target/deadline.”

- Efficiency – “Describe a time you improved a way of working or doing something better.”
- Teamwork – “What do you like best about your current work colleagues?” “What problems do you feel your team have?” “How do you handle disagreement”
- Success – “Tell us about a time you failed at something.” “What did you learn?”
- Accuracy – “What do you do to control errors in your work?”
- Reliability – “When was the last time you felt let down?” “When was the last time you let someone else down?”
- Problem solving – “What achievements at work are you most proud of?” “What problems do you regularly face in your current job?” “How do you overcome them?”
- Innovative – “What ideas do you have to improve your current role?”
- Initiative – “What jobs do you like doing without supervision?” “What jobs do you prefer to be supervised for?”

Other ways to assess cultural fit:

- Their response to colleagues, in particular your receptionist
- Do they offer to help clear up after the interview
- Standard of preparation
- Dress code and attire
- Speed and quality of response to phone calls and emails