

Appendix 1: Questions asked by the author

Main concept	Questions
Requirements and preferences for potential candidates	<ol style="list-style-type: none">1. What made you decide to hire insurance sales agents?2. Which candidate characteristics are more meaningful to you?3. What else are you looking out for?
Interview process and personal approach	<ol style="list-style-type: none">4. How does the interview process work at your company?5. How challenging is it to make managerial decisions?6. Why did you choose the insurance industry as a career path?