

CRITICAL CONSIDERATIONS IN CONDUCTING EMPLOYMENT INTERVIEWS

The following list will help you properly conduct employment interviews. It advises you on the proper and improper tones of address to be used when accomplishing ANY personal interview.

SHOULDs . . . Establish a POSITIVE TONE:

1. Be friendly and interested.
2. Work to invite confidence.
3. Suggest possibilities rather than impose opinions.
4. Be patient . . . don't rush your prospect.
5. Make few promises (you will have to keep the ones you make.)
6. Be objective in your approach.
7. Treat and respect your prospect as a conversational equal at all times.
8. Be a good listener . . . an "active" listener.

SHOULD-NOTs . . . Establish a NEGATIVE TONE:

1. Don't play dictator, teacher, or know-it-all.
2. Don't say or do anything that discourages your prospect from talking freely or that makes him or her hold things back.
3. Don't lose your temper. You might win the battle, but you will lose the war.
4. Don't force your opinion on the prospect.
5. Don't dominate the discussion, or use too many "I's" or "We's" in your approach.
6. Don't let your habits or patterns of behavior detract from rapport and the tone of the interview. (By this, we mean personal mannerisms such as tone of voice, repeated verbal expressions, or facial expressions.)
7. Don't be tricky, clever, or sneaky with your prospect.

CRITICAL CONSIDERATIONS IN INTERVIEWING CANDIDATES

Interviewing potential candidates for employment is one situation where norms are changing. The following suggestions are provided to help you properly conduct employment interviews. They advise you on proper and improper areas, terms, and tone of address.

DON'T INQUIRE INTO CERTAIN AREAS THAT ARE NONE OF YOUR BUSINESS:

1. Marital status (or non-marital arrangements) or plans.
2. What kind of work spouse does, how much he/she makes, whether he/she is subject to transfer, how he/she feels about candidate traveling with the job, or anything else.
3. Whether candidate has any children (or plans to), and how many or what ages or sex they are.
4. Arrangements for the child care.
5. National origin or native language.
6. Any comment or question which directly or indirectly relates to race or color.
7. Religious affiliation, religious holidays observed.
8. Age.
9. Organizational affiliation – avoid mentioning or asking about any whose names or character indicates the race, religion, creed, color, national origin, or ancestry of its member.
10. Any inquiry that is not job-related or necessary for determining a candidate's possession of the skills needed for the position.

DON'T BRING UP ANY OF YOUR PREJUDICES

You are entitled to your prejudices if you have them, of course, but you **AREN'T** entitled to allow them to impact any of your supervisory decisions.

DON'T USE WRONG WORDS

Remember that the women in your office are not "girls" or "gals". And the women you are interviewing are never "dear", "honey", "babe" or "sweetie", even if you do call men you have never met before things like "buddy", "pal" or "chum".

DON'T PLACE UNDUE EMPHASIS ON CONDITIONS OF EMPLOYMENT IN HOPES OF DISCOURAGING THE CANDIDATE

It is for the applicant, not the employer, to decide whether or not he/she wants the job . . . based, of course on a clear explanation of what the conditions are.

DO's

If all the information on the previous pages seems entirely negative, here are some DO's:

1. **DO** talk about the position, its duties and responsibilities, and requirements.
2. **DO** talk about the mission, programs, and achievements of the organization.
3. **DO** talk about career opportunities and possibilities for advancement.
4. **DO** talk about the location and work environment of the position (facilities, equipment, travel requirements, etc.)
5. **DO** discuss the candidate's qualifications (abilities, related experience, related education, and related interests).