



Interview Skills

Interviewing applicants has always been serious business, but in today's litigious society, you now need to be even more cautious about ensuring that your interview questions don't violate any laws. By learning the proper way to interview employees, supervisors can make smarter hiring decisions and better protect the company from litigation. As your total HR provider, Express Personnel Services can help you handle this and other HR issues. Contact us today for more information.

Structured vs. Unstructured Interviews

The difference between structured and unstructured interviews is that structured interviews involve using a pre-determined set of questions. The same questions are asked of each individual being interviewed, making it easier to be more objective in comparing candidates. This type of interviewing makes it easier to defend against discrimination complaints since each applicant is asked the same questions.

Unstructured interviews are more conversational than structured interviews. Therefore, the interviewer runs the risk of potentially asking a discriminatory question and may have a more difficult time proving hiring decisions were objective.

Accommodating Disabilities

Applicants with disabilities must be afforded the same opportunity to interview for a job as anyone else. As an employer you are responsible for making any necessary "reasonable accommodations" to allow for an applicant with a disability to access the interview location and participate in the interview process. If the interview site is not accessible, you must be prepared to offer other options, such as conducting the interview at a different location, by telephone, etc. If an applicant requests an accommodation for the interview process, it is your responsibility as an employer to be prepared to "reasonably accommodate" the individual. An example would include providing an interpreter upon request for a hearing impaired applicant.

Contracting with Outside Sources

As an employer, you should be cautious when choosing outside sources for recruiting or headhunting. Make sure the company adheres to all relevant nondiscrimination laws, or they could expose you to costly discrimination claims due to their mistakes. However, outside sources can provide expertise when it comes to hiring and can help protect you from violating employment laws. Since they interview applicants every day, they stay on top of these laws and have a better understanding of the best way to find quality workers and follow the law.

Prohibited Questions

When interviewing applicants for a job, you should always make sure the questions relate to the specific task or skills that are necessary to perform the job. Avoid topics that might extract discriminatory information. Examples of topics to avoid include but are not limited to: race, religion, sexual preference, national origin, height, weight, age, financial status, disability and gender.