

# HR Tips from Express



## Interview Skills

Test your knowledge regarding interviewing guidelines with these true or false questions. Answers are on the next page. Contact your local Express Personnel Services for more information or assistance with staffing and HR issues.

1. Structured interviews can protect you from discrimination complaints.
2. It is okay to ask an applicant if they have ever filed a workers' compensation claim.
3. Subjective hiring decisions increase exposure to discrimination claims.
4. Employers may be required to provide an interpreter for an applicant who is hearing impaired.
5. It is important to document interview questions and responses.



## Interview Skills Quiz Answers

1. Structured interviews can protect you from interviewing pitfalls.

**True:** Because structured interviews ask the same questions of each individual being interviewed, it is easier to prove your hiring decisions were objective.

2. It is okay to ask an applicant if they have ever filed a workers' compensation claim.

**False:** Asking applicants if they have ever filed a workers' compensation claim violates the Americans with Disabilities Act (ADA). Also, most state workers' compensation laws prohibit employers to refuse to hire applicants based on their workers' compensation claims history.

3. Subjective hiring decisions increase exposure to discrimination claims.

**True:** Subjective hiring decisions are based on personal likes and dislikes. Without interview guidelines to follow, companies increase the likelihood of hiring poorly qualified candidates which may contribute to increased turnover costs. Subjective hiring decisions also raise the potential for discrimination claims which are difficult to defend without objective evidence.

4. Employers may be required to provide an interpreter for an applicant who is hearing impaired.

**True:** As an employer you are responsible for making any necessary "reasonable accommodations" to allow for an applicant with a disability to access the interview site and participate in the interview process.

5. It is important to document interview questions and responses.

**True:** Research shows that many companies fail to do this because they feel that it interrupts the flow of the conversation. However, documentation is important because it serves as evidence that can be used to defend the company against allegations of discriminatory hiring practices. Before implementing this practice, make sure your managers and supervisors understand what they can and cannot ask during the interview process.

## Scoring

**5:** If you got a perfect score, great job! Contact your local Express office to find out how you can receive information to stay current on this topic and other HR issues.

**4:** You're on top of your HR game! Your local Express office is always available to help you solve any HR challenges you're facing. In this litigious world, it's nice to have someone help you answer the tough HR questions.

**2-3:** Call Express today to find out how we can conduct an HR audit for you.

**0 - 1:** Keeping up with everything in the HR world is tough, but Express can enhance your HR team. Check out our HR Hotline, a service that connects you with experts who are ready to answer your questions and help solve your HR challenges. Contact your local Express office today.