



# DOs & DON'Ts

## Interviewing



### + Dos



#### Skills

Ask about specific skills that have prepared them for the role they are interviewing for. Get detailed examples.



#### Interest

What drew this candidate to your organization? Why do they want to work for you? Why do they want to leave their current role?



#### Past Experience

Ask about past roles to understand knowledge gained in those previous roles and how that can lend itself to the one they are seeking at your organization. It's also telling to hear how the candidate speaks about their former (or sometimes current) employer.



#### Processes

Have the candidate walk you through their day. Ask them how they would handle particular tasks and issues. Pay close attention to how they describe their process.



#### Challenges

You face challenges in every job. Ask your candidates about theirs and how they tackle those. This will help to gauge their resilience to stress and their problem solving abilities.

### × Don'ts



#### Protected Characteristics

Avoid questions that may highlight a protected characteristic such as age, religion, nationality, family status, disability, etc.



#### Overpromising

Don't make any assurances, or guarantees regarding job security, length of employment, reasons for discharge (e.g., "cause"), or other terms and conditions of employment.



#### Lack Preparation

Make sure that you prepare your questions ahead of time and try to use the same questions for every candidate that you interview.



#### Overdo Notetaking

Take notes on job related items only. Do not make observations on anything that is not job related and particularly anything related to a protected characteristic that could be seen as discriminatory.



#### Be Loquacious

The aim of the interview is to get to know the candidate, so make sure you're not talking more than 20% of the time or answering the questions that you've asked. Silence can be uncomfortable, but it's often a great tool of assessment for interviewing.