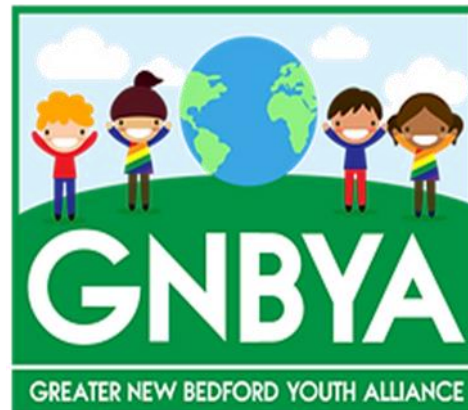


Welcome To.....

Interviewing and Hiring Best Practices!



Your Host...

Facilitated by:

Gary Convertino Ed.D., SHRM-CP/PHR, CPC

Why Are We Here?....

Outcome Desired:

“Hire Correctly and Honestly”

Ground Rules



- **Start – Now End – Then**
- **Restrooms – Not sure how that works where you are...**
- **Emergency Procedures – Do it your way...**
- **Cell Phones/Beepers – Respect Others**
- **Participation is Appreciated**
- **HAVE FUN & ASK QUESTIONS**
- **Applaud Often**

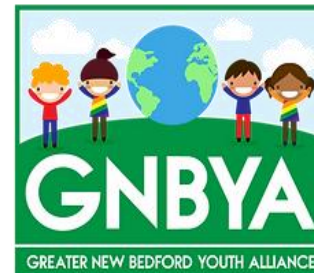
Interviewing

Getting to Know You...

**Introductions
are in order**

Getting to know your thoughts....

...on Interviewing



Interviewing

What Do You Know About...



Interviewing

Legal, Illegal or Depends...

***Do you have any health
problems?***

Illegal

Interviewing

Legal, Illegal or Depends...

Have you ever been arrested?

Illegal

Interviewing

Legal, Illegal or Depends...

Have you ever been convicted?

Legal-ish

Interviewing

Legal, Illegal or Depends...

What Clubs do you belong to?

Illegal

Interviewing

Legal, Illegal or Depends...

***You have an unusual last name,
what nationality are you?***

Illegal

Interviewing

Legal, Illegal or Depends...

You have a cane, do you use it every day?

Illegal

Interviewing

Legal, Illegal or Depends...

Are you fluent in a foreign language?

Depends

Interviewing

Legal, Illegal or Depends...

***How often were you sick at
your last job?***

Illegal

Interviewing

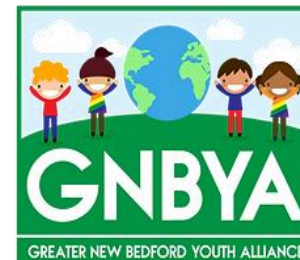
Legal, Illegal or Depends...

***You have to work Saturday
and/or Sundays...Is that a
problem?***

Depends

Interviewing

The Logistics



Interviewing

Legal Considerations



Interviewing

Legal Considerations

- **Fair Labor Standards Act**
- **The Equal Pay Act**
- **Title VII – Civil Rights Act (Anti-Discrimination/ADA)**
- **ADA**
- **Age Discrimination Act**
- **Immigration Act (I-9 Form)**
- **Negligent Hiring**
- **Other Legal Considerations – At Will, Posters**

Interviewing

Resume/Application Review



Interviewing

Resume/Application Review

- **Educational Information**
- **Work Experience**
- **Organization and Appearance (Readability)**
- **Spelling Errors**
- **Other Relevant Information – Industry Experience**
- **Disqualified Resume? How? What?**

Interviewing

Types of Interviews



Interviewing

Types of Interviews

- **Telephone Interviews (Quick – 15 Minutes)**
 - **Verify Qualifications, Establish Attitude/Rapport/Style**
 - **May Ask About Salary – Give Pay Brackets**
 - **Review Application/Resume – Truth in Content**
 - **Short and Quick – First Step in Interview Process**
- **In Person Interviews**
 - **Welcome Candidate – Sell the Business**
 - **Employment Application filled out**
 - **Private Location – No Interruptions**
 - **At a table, not behind a desk**
 - **Same questions for ALL Interviews**
- **Video Interviews**

Interviewing

Types of Interviews

- Follow the same Interview Process for ALL CANDIDATES, from beginning to end. This will insure equity and a discrimination free interview process.
- Familiarize yourself with the candidate's Resume/Application before the call.
- Make sure not to have any disruptions during the Telephone Interview.
- Have a script & questions prepared ahead of time before the call is made.
- Do not make any promises that you may not be able to keep.
- All written information on the interview should be saved/filed.

Interviewing

At the Interview



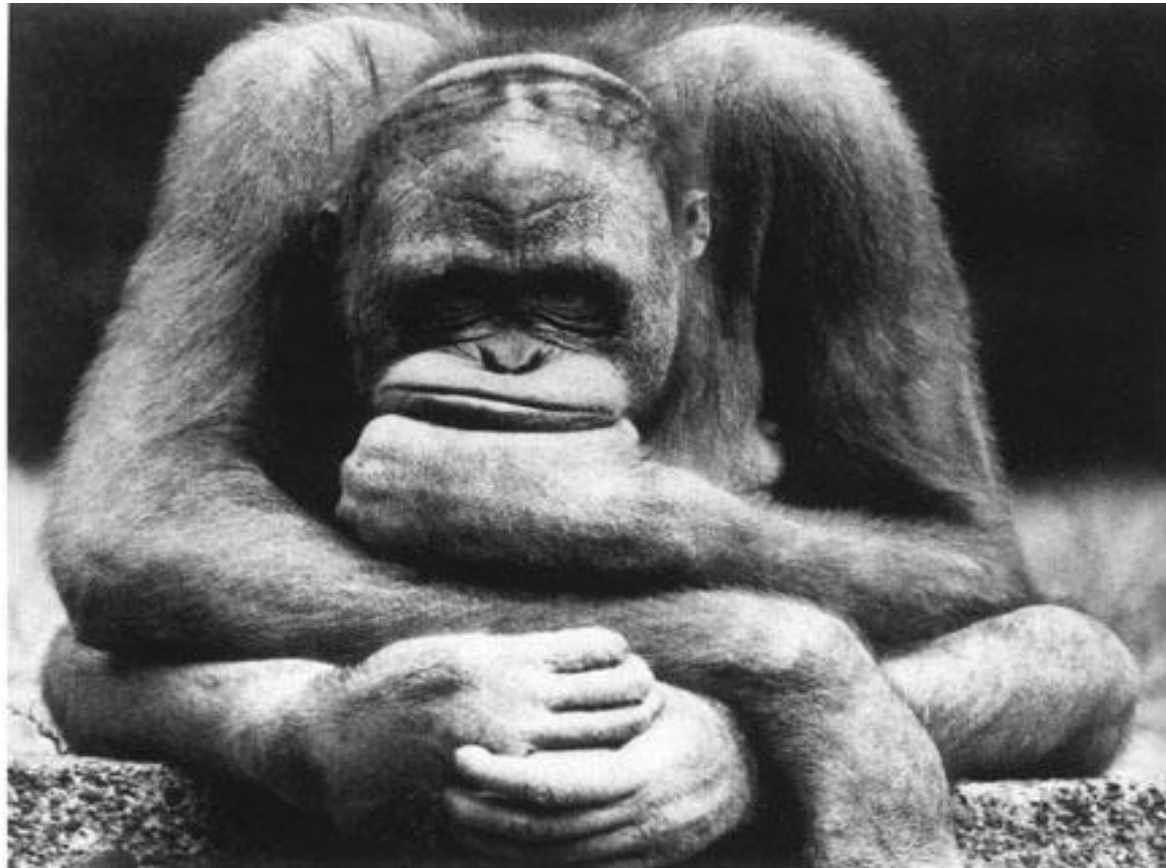
Interviewing

At the Interview

- **Avoid Unlawful Interview Questions**
- **Interview Questions**
 - **Ice Breaker Questions**
 - **Open Ended**
 - **Behavior or Skills Based**
 - **Work History Questions**
 - **Job Performance Questions!!!!**
 - **Work Environment Questions**
 - **Career Goals/Aspirations**
 - **Candidates Questions to Ask You**

Interviewing

Ending The Interview



Interviewing

Ending the Interview

- **Follow Up Questions**
- **Next Steps in the Interview Process**
- **References**
- **Follow Up Call – Offer Position**

Interviewing

References – Optional...



**What do
you think
of Gary?**

Interviewing

References...Optional...

- Performing Reference Checks and/or Background Checks is key to protecting yourself, and the company, from Negligent Hiring Lawsuits.
- **“Past Performance Predicts Future Performance”.**
- Person giving a Reference to you is not legally obligated to answer any of your questions.
- **Best Question to Ask IS...“Is the Candidate Eligible for Rehire”**

Hiring

The Hire



Hiring

Choosing the Best Candidate

- **Did the Candidate:**
 - **Prepare Well for the Interview**
 - **Meet the Hiring Manager's Expectations**
 - **Meet the Minimum Requirements of the Job**
 - **Answer the Interview Questions the Best**
 - **Have the Qualities/Aspirations for the Job**
 - **Meet the Salary Requirements of the Job**

Hiring

Choosing the Best Candidate

No Biases....

- **Were non-discriminatory policies and considerations reviewed during the interview process to ensure the best candidate for the open position was fairly chosen?**
- **Were all biases and patronage opportunities dispelled to ensure the best candidate was fairly chosen?**

Hiring

The Hire

- **Performing Background Checks**
 - Negligent Hiring Safety
- **Credit Checks**
- **Drug Tests**

Hiring

Making the Job Offer



Hiring

Making the Job Offer

- **Ask Candidate if Still Interested**
- **Reiterate Job Title, Pay, Job Functions**
- **Offer a Start Date**
- **Ask for Further Questions**
- **Put Offer in Writing**
- **Welcome Candidate to Company**

1st Day On The Job

New Employee's First Day



New Employee's First Day

- **Welcome New Employee – Fanfare...**
- **Offer Employee a Chance to Get Acclimated**
- **Show the Employee Around – If Applicable –**
 - **Water Station and Bathrooms a Must!**
- **Make sure all New Hire Paperwork is Completed Properly (I-9, W-4, Etc)**
- **Make Sure Employee Knows What His/Her Job Function Is...*A Must!***

Interviewing & Hiring

What Did You Learn...



Interviewing & Hiring

Questions?

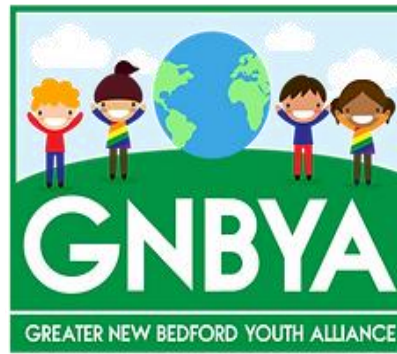


What?

Interviewing & Hiring

Thank You....





Gary Convertino Ed.D., SHRM-CP/PHR, CPC
Executive HR Consultant & Coach
3P HR Consulting & Coaching
Pawtucket, RI
401-573-9408
gconvertino@3phr.net