

Welcome

Residential Facilities

Presents:

HIRING UNITED

Learning Day

Session



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Hiring United:

Improving Supervisors Search Processes
&
Candidate Experiences

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The Do's of the Search Process

It's important that supervisors review the DRF search and selection process prior to a search beginning.

How does the search and selection process start for Hiring Officials?

Hiring Official

- Meet the Staffing Manager to work on the logistics of the search.
- Discuss posting/closing dates, gather the names of the search committee members only if the position is a pay band three or above, work on dates of first/second interviews, and start date.
- The Hiring Official/Staffing Manager will create a search calendar with the Staffing Manager/Supervisor, which lists all necessary search dates.
- The Hiring Official/Staffing Manager will review the box folder, and the Staffing Manager will explain what's placed in the box folder for the position search.
- The Hiring Official should prepare Interview Questions for the search.

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How does the search and selection process start for the Staffing Manager?

Staffing Manager- Step 1

- ☐ Schedules and meet with hiring officials to discuss the logistics of the search.
- ☐ Finalize the search calendar based on the dates given by the hiring official so the search can start.

Staffing Manager-Step 2

- ☐ The position will be processed through e-terp position management system first.
- ☐ Once positions are approved through position management, the staffing manager will process the position through the Applicant Tracking System in e-terp.
- ☐ The position posting will close based on the closing dates given by the hiring official.

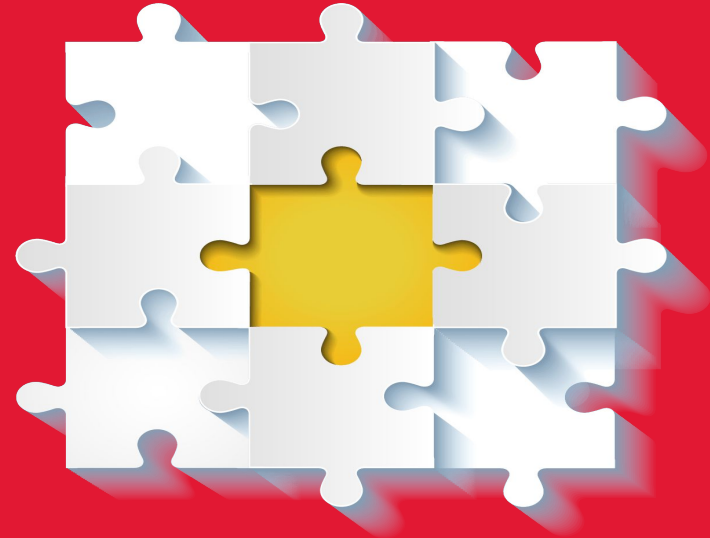
Staffing Manager- Final Step

- ☐ The hiring official or search committee will begin the next steps with the search process, which includes reviewing applications, preparing candidates for first/second interviews, and the selection process.

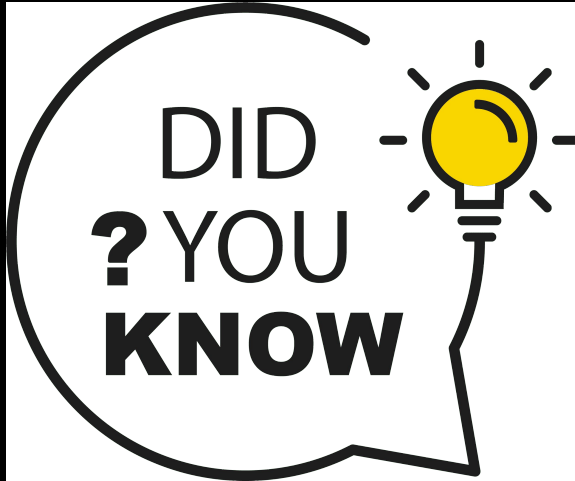


What step is needed for the search process?

- Start Date
- Position Posting Date
- Position Closing Date
- List of Interview Participants
- All of the above



Common reasons why supervisors should prepare for searches.



- Approval process for the position in e-terp will be much sooner.
- Position will be posted much quicker, given all interview participants have been identified prior to the position being process in e-terp.
- Applications will be review in a timely manner and candidates will be contacted for interviews more frequently and the search calendar dates will be met.
- New Hires will be able to start much sooner





Improving the Candidate Experience

Supervisors must follow some critical components of the candidate's experience through the interview stage.

Diving into Statistics...

Positive Candidate Experience Statistics

77%

will share it with their
networks

65%

of rejected candidates will
be likely to do business
with you again

38%

are more likely to accept a
job offer

Poor Candidate Experience Statistics

41%

won't buy from the
company

72%

will share their negative
experiences with family
and friends

25%

actively discourage
others from applying

[Why is Candidate Experience Important](#)



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Components of a Successful Interview

- Welcome, Introduction and Panel Context
- Short Overview
- Explain the Format and Address any Concerns
- Set the Tone and Acknowledge Nervousness
- Ask Appropriate and Relevant Questions
- Discuss Next Steps



Minimize Bias

- Standardize and used Structured Interview Processes/Questions
- Focus on Job-Related Criteria
- Diversify the Interview Panel
- Review Resumes Based on Skills, Experiences/Qualifications
- Avoid Stereotypes and Assumptions/Solicit Feedback from Candidates
- Review and Reflect on Interview Process Regularly



Number of Questions/Time of Interview

While there is no set number of questions that should be asked or a timeframe that should be set for all interviews, here are some considerations:

- ☐ Quality over Quantity
- ☐ Balanced Coverage
- ☐ Depth of Coverage
- ☐ Interactive Dialogue
- ☐ Number of Questions (5-10 crafted interview questions)
- ☐ Time of Interview (30 minutes depending on the size of the group-Panel interviews should extend 60 minutes)



What is needed in preparation for an interview?

- Review the candidate's resume & cover letter
- Ask Appropriate and Relevant Questions
- Introduction and Panel Context
- Short Overview of the Organization/School/Unit
- All of the above





The Do's of Interviewing

*It's our responsibility is to ensure a fair, effective, and
productive interview.*

Encouraged Behaviors and Practices

- Do Prepare Thoroughly
- Do Stay Objective
- Do Ask Relevant and Appropriate Questions
- Do Respect Time Limits
- Do Listen Actively and Probe for Details
- Do Take Notes
- Do Be Transparent and Communicate Next Steps



Should managers ask questions about the candidate's personal life during an interview? For example, relationship status, how many children they have, and ethnicity.



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The Don'ts of Interviewing

*Above all else, remember the importance of
professionalism and respect.*

Behaviors and Practices to Avoid

- Don't Rely on First Impressions or Make Assumptions
- Don't Assume All Candidates Want the Job
- Don't Neglect the Candidate Experience
- Don't Ask Illegal or Discriminatory Questions
- Don't Overlook Soft Skills
- Don't Dominate the Conversation or Interrupt Frequently
- Don't Ignore Negative Feedback From References





Types of Interview Questions

There are different question types serving their own various purposes.

Behavioral

- Purpose: Assess how a candidate has acted in past situations to predict future behavior.
- Example: “Can you describe a situation where you had to resolve a conflict within your team.”

Situational

- Purpose: Evaluate a candidate’s problem-solving skills and ability to handle job-related hypothetical scenarios.
- Example: “How would you handle a situation where a critical project is behind schedule.

Technical

- Purpose: Assess a candidate’s knowledge, expertise, and technical skills relevant to the job.
- Example: “Can you explain the process of load balancing in a web application?”



Competency/Open-Ended

- Purpose: Probe into specific competencies required for the role, such as communication or teamwork.
- Example: “Can you provide an example of a time when you had to lead a team through a challenging project?”
- Purpose: Encourage candidates to provide details and thoughtful responses.
- Example: “Can you explain your approach to handling tight project deadlines?”

Close-Ended/Probing

- Purpose: Elicit concise responses and specific information.
- Example: “Have you worked with cloud computing platforms before
- Purpose: Seek additional details or clarification on a candidate’s response.
- Example: “Can you provide more details about the steps you took to achieve that result?”





Questions to Avoid

Certain interview questions can be considered inappropriate, discriminatory, or even illegal.

Age-Related

- Example: “What is your age?”
- Example: “How much longer do you plan to work before retirement?”

 Marital and Family Status

- Example: “Are you married?”
- Example: “Do you have children? Do you plan to have children in the future?”

 Gender and Sexual Orientation

- Example: “What is your gender?”
- Example: “Are you heterosexual, homosexual or bisexual?”



Race, Ethnicity, and Nationality

- Example: "Where were you born?"
- Example: "What is your race/ethnicity?"

Disability and Health-Related

- Example: "Do you have any disabilities?"
- Example: "Have you had any recent illnesses or surgeries?"

Religion and Religious Practices

- Example: "Do you attend religious services?"
- Example: "Are you willing to work on religious holidays?"



Financial and Credit-Related

- Example: “What is your credit score?”
- Example: “Do you own a house or a car?”

Political Affiliation

- Example: “What political party do you support?”
- Example: “How did you vote in the last election?”

Personal or Sensitive

- Example: “Do you drink alcohol?”
- Example: “Are you in a relationship?”



Conclusion



Q&A

