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EMPLOYER INTERVIEWS: THE DO'S AND DON'TS

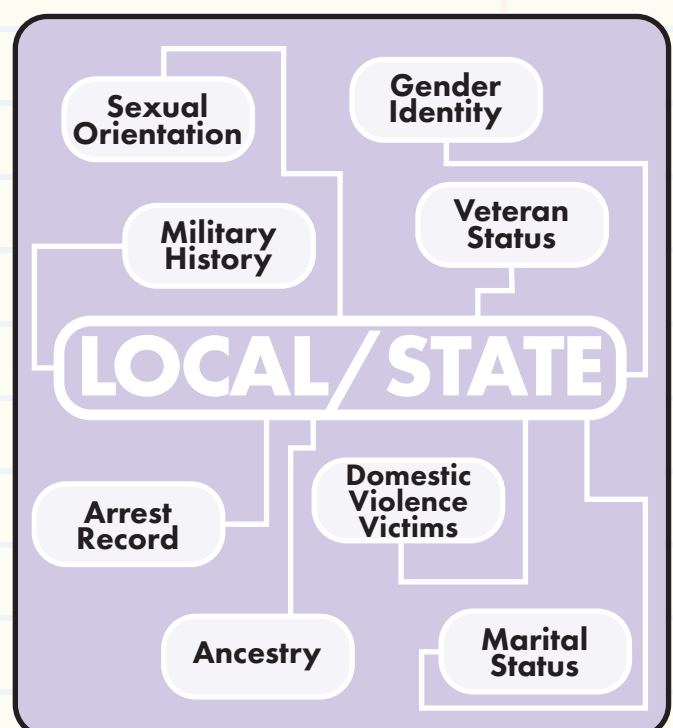
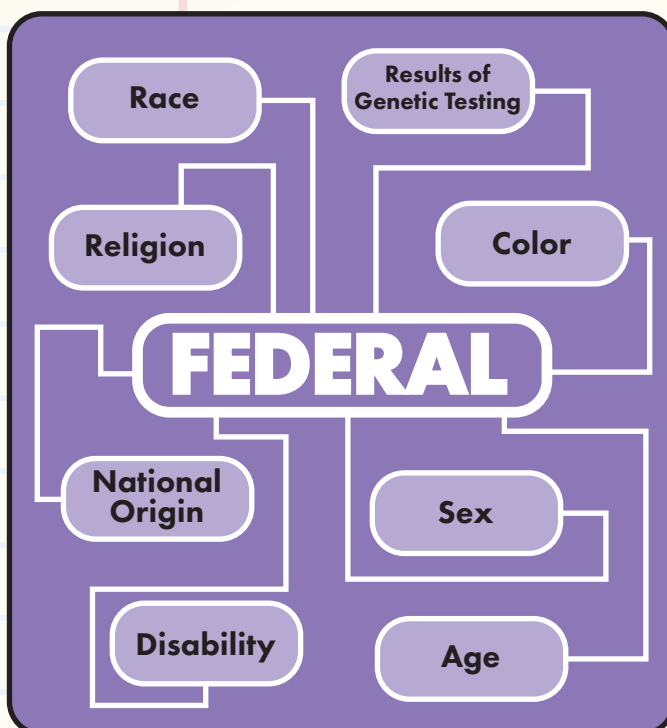


As a small business owner, it can be both stressful and intimidating to interview. What questions should you ask? How much information do you give out about yourself and your business? Are you allowed to do a working interview without paying the interviewee?

During every job interview, there is certain information you are looking to obtain through friendly banter with the potential candidate. However, some questions you may be currently asking interviewees could come across as a little too friendly and may be perceived as potential discrimination. In this guide, we'll give you some pointers to make the process much easier.

Federal and Local/State Protections

Avoid asking about any of these protected classifications during your interview, as they can very easily be seen as discriminatory. Federal protections apply to all 50 states and local/state protections vary based on state or local rules (best to avoid them regardless).



EMPLOYER INTERVIEWS: THE DO'S AND DON'TS

8 Interview Best Practices

1 Read the resume!

Read the resume before the interview. It's important to be prepared and know with whom you are speaking.



2 Timeliness

Schedule the same amount of time for each candidate. It will keep you on track and focused on the questions you want to ask.



3 Consistent Questions

Create a document with each question and space to write answers. Consistency saves time and avoids potential discrimination issues.



4 No writing on the resume!

Never, never, never write on the resume. Any notes or markings made on the resume can be considered in a discrimination case.



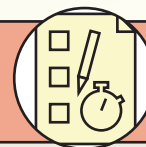
5 Limit the small talk

Try to keep all small talk to a minimum. You may inadvertently ask a question that could be perceived as discriminatory.



6 Keep the testing consistent

If you include a test with the interview, be sure to have a printed activity sheet and ensure the test is the same for every candidate.



7 Remember those soft skills!

Remember to use your soft skills. The interviewee is nervous. Show some empathy and understanding. After all, we've all been there.



EMPLOYER INTERVIEWS: THE DO'S AND DON'TS

The Working Interview

Need your candidate to demonstrate their abilities before making a hiring decision? Here are five facts to keep in mind before doing so.

1

According to the U.S. Department of Labor, being employed is defined as "to suffer or permit to work." Even though the candidate is only doing work for a very short time and on a trial basis, it's still real work.

2

Avoid working interviews unless you plan on paying your candidates for their time.

3

Federal and state laws may state that they have to get paid, but that doesn't mean it will be equal to the salary they would get when they are actually hired. Minimum wage is all that is required by law. If they work more than eight hours during that day, they are also entitled to overtime pay.

4

Be sure the candidate is aware that it is a working interview and communicate the amount of time that he or she will be required to perform.

5

There have been several cases where a job candidate did a working interview and then tried to claim unemployment. And, they won. It happens.

EMPLOYER INTERVIEWS: THE DO'S AND DON'TS

4 Interview Landmines to Avoid

As a business owner, you are so busy with your daily tasks of running and managing your business, it's easy to forget to prepare for your interviews. Monster.com breaks them down for us and provides ways to avoid them.



1

Fail to define a clear picture of the job requirements

Do you have a clear picture in your mind of the performance you want to see from the position you are filling?



2

Fail to create a scorecard for the interview

List the key accomplishments and skills you want in the person you hire and score each interviewee's skills from 1-5.



3

Fail to ask open-ended, accomplishment-oriented questions

If you had to walk into an interview right now, with zero preparation, could you ask good interview questions and learn everything necessary to make a judgement about the candidate?



4

Fail to listen

In most interview situations, you should be asking open-ended questions, listening, asking a follow-up question, and then repeating the process.

EMPLOYER INTERVIEWS: THE DO'S AND DON'TS

Common Interview Questions

In every interview, there are common sense and very common questions that almost every interviewer asks.

- 1 Tell me about yourself.
- 2 Tell me about your strengths and weaknesses.
- 3 What would you consider your greatest career accomplishment?
- 4 Why did you leave your last position?
- 5 Tell me why you applied for this position.
- 6 Why do you want to work for us?
- 7 What are your career goals?
- 8 Why should I hire you?
- 9 What are your salary expectations?
- 10 Do you have any questions for me?



EMPLOYER INTERVIEWS: THE DO'S AND DON'TS



10 Interview Do's and Don'ts

(and their "legal" alternatives)

Common sense tells us that we can't ask questions about marriage, children, illegal activity, religious or political affiliation, credit history, or social affiliations. However, simply rewording a question can make it askable. We've rewritten ten interview questions that you can ask without getting into trouble for discrimination.

- | | |
|--|--|
| 1 Are you a U.S. Citizen? | Are you authorized to work in the U.S.? |
| 2 How long have you lived here? | What is your current address? Do you have an alternate address where you can be reached? |
| 3 What religion do you practice? | What days are you available to work? |
| 4 Do you belong to a club or a social organization? | Are you a member of a professional or trade group that is relevant to our industry? |
| 5 How old are you? | Are you over the age of 18? |
| 6 How much longer do you plan to work before you retire? | What are your long-term career goals? |
| 7 Do you plan to have or currently have children? | Are you available to work overtime on occasion? Can you travel? |
| 8 Who is your closest relative to notify in case of an emergency? | In the case of emergency, who should we notify? |
| 9 How far is your commute? | Are you able to get to work by 8 am? |
| 10 How do you feel about supervising men or women? | Tell me about your previous experience managing teams. |

Many interviewers take a cavalier attitude towards interviewing. After all, they'll never see the interviewee again if they aren't hired. You never know how candidates will feel after an interview and what actions they may or may not take as a result of how they felt they were treated during the interview. Ask the right questions, document their answers, and be consistent in each interview.

Finally, do not interview alone! If possible, have another person interview with you. That way, there will never be an opportunity for a "he-said-she-said" situation if you are ever charged with discrimination.

EMPLOYER INTERVIEWS: THE DO'S AND DON'TS

GET MORE INTERVIEW QUESTIONS HERE!

In our new book, ***The Little Black Book of the Beauty Biz Volume 1: The Secrets of Business Critical to a Salon's Success***, we include 20 interview questions you cannot ask and their alternatives. They include topics like parenthood, maternity leave, gender, health and physical abilities, military, drug use, and many other topics you would think are legal to ask but could backfire if you interviewed the wrong person.

**Available for purchase
on Amazon & GetPayroll.com
in mid-May 2018!**

Sign up to be notified when the book is ready!
Visit: www.getpayroll.com/book





EMPLOYER INTERVIEWS: THE DO'S AND DON'TS

The plain text version!

For your convenience, we've included all of the information from the previous pages into a standard readable format, just in case.

Employer Interviews: The Do's and Don'ts

Have you given thought as to the questions you ask a potential employee during an interview? As a small business owner, it can be both stressful and intimidating to interview. What questions should you ask? How much information do you give out about yourself and your business? Are you allowed to do a working interview without paying the interviewee? It can be daunting.

During every job interview, there is certain information you are looking to obtain through friendly banter with the potential candidate. However, some questions you may be currently asking interviewees could come across as a little too friendly and may be perceived as potential discrimination.

On a federal level, there are many areas you want to steer clear:

- Race, color, national origin, sex, and religion (Title VII of the Civil Rights Act of 1964);
- Age (Age Discrimination in Employment Act);
- Disability (Americans with Disabilities Act);
- Results of genetic testing (Genetic Information Nondiscrimination Act).



EMPLOYER INTERVIEWS: THE DO'S AND DON'TS

In addition to the characteristics protected under federal laws, various states and local jurisdictions add other characteristics protected by law. Such characteristics include but are not limited to:

- sexual orientation,
- gender identity,
- service in the military,
- veteran status,
- ancestry,
- arrest record,
- marital status, and
- whether someone is a victim of domestic violence.

Interview Best Practices

- 1 Read the resume before the interview. It's important to be prepared and know with whom you are speaking.
- 2 Schedule the same amount of time for each candidate. It will keep you on track and focused on the questions you want to ask.
- 3 Ask the same questions to every candidate to avoid discrimination issues.
- 4 Create a word document with each question and space to write their answers underneath each question. Consistency among interviews saves you headaches and time.



EMPLOYER INTERVIEWS: THE DO'S AND DON'TS

- 5 Do not write on the resume. Notes that are vague or ambiguous could be misconstrued.
- 6 Limit small talk. You may inadvertently ask a question that the candidate may view as discriminatory.
- 7 If you include a test in your interview, be sure to have a printed activity sheet and ensure the test is the same for every candidate.
- 8 Remember to use some soft skills. The interviewee is nervous. Show some empathy and understanding. After all, we've all been there.

The Working Interview

- Avoid working interviews unless you plan on paying for their time.
- According to the U.S. Department of Labor, being employed is defined as "to suffer or permit to work." Even though they are doing work for a very short time and on a trial basis, it's still real work.
- Federal and state laws may state that they have to get paid, but that doesn't mean it will be equal to the salary they would get when they are actually hired. Minimum wage is all that is required by law. If they work more than eight hours during that day, they are also be entitled to overtime pay.
- Be sure the candidate is aware that it is a working interview and the amount of time that she will be required to perform.
- We have heard of several cases where a candidate did a working interview and then tried to claim unemployment. And, they won. It happens.



EMPLOYER INTERVIEWS: THE DO'S AND DON'TS

Four Interview Landmines to Avoid

As a business owner, you are so busy with your daily tasks of running and managing your business; it's easy to forget to prepare for your interviews. Monster.com breaks them down for us and provides ways to avoid them.

- Fail to define a clear picture of the job requirements.

Do you have a clear picture in your mind of the performance you want to see from the position you are filling?

- Fail to create a scorecard for the interview.

List the key accomplishments and skills you want in the person you hire and score each interviewees skills from 1-5.

- Fail to ask open-ended, accomplishment-oriented questions.

If you had to walk into an interview right now, with zero preparation, could you ask good interview questions and learn everything necessary to make a judgment about the candidate?

- Fail to listen.

In most interview situations, you should be asking open-ended questions, listening, asking a follow-up question, listening, and then repeating the process.



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In every interview, there are common sense and very common questions that almost every interviewer asks.

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- Do you have any questions for me?

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Ten Interview Question No-No's and Their "Legal" Alternatives

Common sense tells us that we can't ask questions about marriage, children, illegal activity, religious or political affiliation, credit history, or social affiliations. However, simply rewording a question can make it askable.

We've rewritten ten interview questions that you can ask without getting into trouble for discrimination.


 "ARE YOU A U.S. CITIZEN?"

While this may seem like a seemingly straightforward question to decide workplace eligibility, it is strictly hands-off.

 "ARE YOU AUTHORIZED TO WORK IN THE U.S.?"

 "HOW LONG HAVE YOU LIVED HERE?"

Familiarity with a city or town may be important to the job that which you are hiring. However, it is important not to ask an interviewee about their residency. Ask directly about their current situation. They can always volunteer more information later.

 "WHAT IS YOUR CURRENT ADDRESS? OR DO YOU HAVE ANY ALTERNATIVE LOCATIONS WHERE YOU CAN BE REACHED?"

 "WHAT RELIGION DO YOU PRACTICE?"

You may want to find out about an interviewees religion to determine their weekend availability, but it is important you do not ask this question.

 "WHAT DAYS ARE YOU AVAILABLE TO WORK?"



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"DO YOU BELONG TO A CLUB OR SOCIAL ORGANIZATION?"

This particular question could be too revealing of political or religious affiliation or activity. Also, this question has little or no relevance to a job candidate's abilities or qualifications. However, if you want to ask this question, it is important to focus the wording on work.

"ARE YOU A MEMBER OF A PROFESSIONAL OR TRADE GROUP THAT IS RELEVANT TO OUR INDUSTRY?"

"HOW OLD ARE YOU?"

While this may seem like a seemingly harmless question, it is quite loaded. Asking about an interviewee's age can ultimately set you up for discrimination based on age.

"ARE YOU OVER THE AGE OF 18?"

"HOW MUCH LONGER DO YOU PLAN TO WORK BEFORE YOU RETIRE?"

Once again, this type of question leaves you vulnerable to discrimination allegations later on down the road. While you may not want to hire someone who is planning on retiring in a few years, you cannot dismiss an interviewee for these reasons alone.

"WHAT ARE YOUR LONG-TERM CAREER GOALS?"




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 "DO YOU PLAN TO HAVE OR CURRENTLY HAVE CHILDREN?"


It is clear that with this question the concern is any family obligations that may interfere with work hours. Get straight to the point of work schedules and availability.

 "ARE YOU AVAILABLE TO WORK OVERTIME ON OCCASION?
CAN YOU TRAVEL?"

 "WHO IS YOUR CLOSEST RELATIVE TO NOTIFY IN CASE OF AN
EMERGENCY?"

Although this question is not completely off-putting, you are assuming the interviewee's personal life.

 "IN CASE OF AN EMERGENCY, WHO SHOULD WE NOTIFY?"

 "HOW FAR IS YOUR COMMUTE?"

Although hiring an employee who lives close by may be convenient, you cannot choose candidates based on their location.

 "ARE YOU ABLE TO GET TO WORK AT 8 AM?"

 "HOW DO YOU FEEL ABOUT SUPERVISING MEN/WOMEN?"

This question, although it may seem like a valid concern, is not acceptable. The candidate may not have any issues working with the opposite or same sex, and you'll seem crass for even bringing it up.

 "TELL ME ABOUT YOUR EXPERIENCE MANAGING TEAMS."



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In conclusion -

Many interviewers take a cavalier attitude towards interviewing. After all, they'll never see them again if they aren't hired. You never know how candidates will feel after leaving the interview and what actions they may or may not take as a result of how they felt they were treated during the interview. Ask the right questions, document their answers, and be consistent in each interview.

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