

## Job Interview Tips

- Tips for acing an interview...
  - Dress and act professionally
  - Be positive
    - Be upbeat, focused and engaging
    - Keep body posture upright / open
  - Be prepared
    - Know your resume, applicable skills and past experiences
    - Research employer and know specific job expectations



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## Job Interview Tips

- When answering questions...
  - Be clear and concise (don't ramble)
  - Stay on-topic
  - Give specific examples
  - STAR Method:
    - Situation
    - Task
    - Action
    - Result



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## Using S.T.A.R.

- Example Question: "Talk about a time you struggled in your last job?"
  - Situation: Our sales numbers were down
  - Task: We were charged with bringing in more customers
  - Action: I created sales flyers designed to appeal to students coming back to school and posted them on targeted social media apps
  - Result: Our sales numbers increased the next month

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## Hiring Interviews

- Most common method in making hiring decisions
  - However, it's also shown to be the most unreliable
- Job interviews are often...
  - Unstructured
  - Redundant
  - Unrelated to job performance
  - Subjective and ideosyncratic
  - Potentially biased



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## Improving Interviews

- What are ways of improving the interview process?
  - Reducing bias
  - Reducing subjectivity
  - Reducing redundancy with other application procedures
    - E.g., resume



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## Improving Interviews

- Structured Interviews
  - Come up with interview questions beforehand
    - Make sure questions are all job related
    - Shouldn't cover what's already in resumes and other materials
      - Reducing redundancy
  - Ask all applicants same questions, give same amount of time for each
  - Allows for more reliable and valid comparisons between applicants



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## Improving Interviews

- Objective Rating System
  - Beforehand, come up with objective rating system of possible responses
    - Have multiple experts draft response system
  - Record interview responses and have multiple raters assess their responses
    - Don't rely on subjective, memory-based evaluations



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## Improving Interviews

- Assess Interview Effectiveness
  - Routinely assess whether interviews actually predicts job performance
  - Improve interview techniques over time
- Helps defend interview process if company is sued for discrimination



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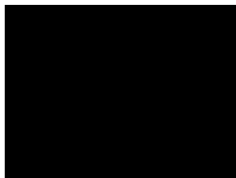
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## Stereotype Threat

- Poor task performance due to anxiety caused by negative stereotypes
- Claud Steele on Stereotype Threat...



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## Stereotype Threat

- Poor task performance due to anxiety caused by negative stereotypes
  - Claude Steele and others showed that minority members perform worse when reminded of their stereotyped status
    - E.g., African Americans and women taking math exams
  - Performance improved when tasks were reframed
    - Test of something they are not stereotyped negatively for
  - Or if participants told task is not biased against them

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## Stereotype Threat

- Black and White students take SAT test
  - Condition 1: "This test is diagnostic of your verbal and math skills"
  - Condition 2: "This test is only for research purposes and will not be used to diagnose your verbal and math skills"

**Effects of Stereotype Threat**

Condition	Black Students (Mean Score)	White Students (Mean Score)
Diagnostic Test	~6.5	~10.0
No Stereotype Task	~9.5	~8.5

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## Stereotype Threat

- Black and White athletes perform golf tasks
  - Whites did better than Blacks when task was said to assess "sports intelligence"
  - Blacks did better than Whites when task was said to assess "natural athletic ability"

**Effects of Stereotype Threat (Golf)**

Condition	Black Participants (Mean Score)	White Participants (Mean Score)
Sports Intelligence	~23.5	~27.0
Natural Ability	~28.0	~23.0

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