

Standardized Interview Evaluation¹³

DEVELOPING AND USING RATING SCALES

- > Be clear on the expected, effective answers that meet or do not meet qualifications.
- > Choose the words or phrases for the points on a scale and their accompanying definitions that are most appropriate for the qualification being assessed and the selection tool being used.
- > Don't get overly detailed. These are key indicators only. An exhaustive list of all possible criteria is not required.

EXAMPLE RATING SCALE

Does not meet standards.		Meets standards.		
1	2	3	4	5
Very poor. Unacceptable.	Poor. Below average.	Moderate. Good. Average.	Strong. Above average.	Very strong. Excellent.

TAKING NOTES

To maximize the usefulness of notes, they should be:

- > Based on careful observations of behaviours and facts related to the qualifications being assessed.
- > As complete and as close to verbatim as possible, in order to recall the applicant's responses.
- > An accurate record of what the applicant said or did, not the interviewer's inferences or judgements.

DOCUMENTATION TIPS

The following summary recommendations will enhance the effectiveness and legal defensibility of an employment interview:

- > Use a standardized process. This includes asking the same questions of all applicants.
- > Use interview panels rather than individual interviewers. Diversity in panel membership whenever possible is also preferable.
- > Ensure that interview questions are job-related and based on the requirements of the target position.
- > Avoid questions that are related to prohibited topics.
- > Enhance the objectivity of the post-interview evaluation of applicants by having a well-defined and documented scoring system.
- > Provide training to ensure that panel members know how to conduct fair and unbiased interviews.
- > It is important to use the same panel members for all applicants, whenever possible.

¹³ Using: Public Service Commission of Canada. Structured Interviewing: How to design and conduct structured interviews for an appointment process. Ontario: Public Service Commission of Canada, 2009. Print. and Rudloff, Alex. "Complete List of Behavioral Interview Questions." Interviewing. Duke University, 2007. Print.