Hire Right!

A part of the *Education at Work* Professional Development Series
Supplemental Materials

Please print off the following handouts to use during the appropriate exercises:

- Interview Question Handout
- Workplace Expectations Brainstorming
- Workplace Expectations Template
Agenda

- Interviewing Techniques
- Workplace Expectations
- Workplace Contracts
Interviewing Techniques
Purpose of Interviews

To collect as much information as possible from potential employees, both verbally and non-verbally.
When interviewing, consider…

- When to interview
- Who to include during the interview
- Length of the interview
- Location of interview
Who Should Interview?

Involve anyone who will be directly supervising and/or working with these student employees.
Be Creative!

Ask thought provoking questions requiring a response other than *yes* or *no*.

Consider…

Why should I hire you?
What motivates you?
How do you work under pressure?
Thought Provoking Questions

How do you determine/measure success?

Give me an example where you had difficulty communicating with someone and how you resolved it.

What did you learn in your last position?

Measures:

- Honesty

- Integrity

- Identification with Job
Thought Provoking Questions

Tell me how you’ve handled times when you were asked to work beyond your scheduled hours.
Be Careful!

*It is illegal to ask questions relating to:*

- National origin or decent
- Age
- Personal information
- Arrest record
- Disabilities or medical conditions
- Citizenship
- Marital/family status
- Affiliations
- Military Service
<table>
<thead>
<tr>
<th>Instead of…</th>
<th>Try…</th>
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<tbody>
<tr>
<td>“That’s an unusual name. Where is it from?”</td>
<td>“What’s your name?”</td>
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<tr>
<td>“Are you a U.S. citizen?”</td>
<td>“Are you authorized to work in the U.S.”?</td>
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<td>“How much do you weigh?”</td>
<td>“Are you able to lift a 25 lb. box as a requirement of this job?”</td>
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<tr>
<td>“Have you ever been arrested?”</td>
<td>“Have you ever been convicted of the following crime?”</td>
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What Questions Would You Ask?

Create your own interview questions using the handout found in Supplemental Materials.
Workplace Expectations
What You’re Expecting and Why!
What skills and training are needed to do a job in your department?

Determine the answer to this question before placing the job advertisement.
What are your policy and procedures for regular FT employees? 

Within reason, make all of your policy and procedures the same for all of your employees – FT or PT.
Expectations May Include…

Confidentiality  Customer Service
Phone Skills    Computer Skills
Heavy Lifting   Running Errands
Work Schedules  Chain of Command
Working Outdoors  Dress Code
Grade Point Average  Absences
What Are You Expecting?

Brainstorm your own list of workplace expectations using the handout found in the supplemental materials.

For additional information, visit Developing a List of Workplace Expectations located on the Employer site of the Career Services’ website.
Workplace Contracts
Contracting provides a framework of expectations for your student employees.

Serves as a useful guide during the hiring and termination process.
Creating Your Contract

As you create your contract, remember to:

✓ be as **SPECIFIC** as possible
✓ keep it **POSITIVE**
✓ be **REALISTIC**. Remember that these are students.
✓ **COMMUNICATE** with student employees. Take the time to go over this document with them.
✓ Get **SIGNATURES** - the students and your own!
Creating Your Own Contract

Take your list of expectations and expand them into a contractual format using your Workplace Expectations handout from supplemental materials.

To view a sample Workplace Expectations contract, visit the Career Services’ Employer site.
Helpful Resources

www.cofc.edu/~career/employers_interviewquestions.html

www.cofc.edu/~career/employers_contractingresources.html

www.cofc.edu/~career/employers_expectations.html