

















## Test Your Interviewing Savvy

Are these lawful, well-constructed interview questions?	Thumbs-Up or Thumbs-Down?		Comments and Suggestions	
<b>What are your daycare arrangements?</b>		<b>Unlawful.</b> You cannot ask about family issues, such as children and marital status.		<ul style="list-style-type: none"> <li>•<b>What hours and days can you work?</b></li> <li>•<b>Are there specific times you cannot work?</b></li> </ul>
<b>How would you handle an upset customer?</b>		Try not to ask about hypothetical situations.		Use open-ended questions about real experiences: <ul style="list-style-type: none"> <li>•<b>Can you tell me about a time when you encountered an upset customer and how you handled it?</b></li> </ul>
<b>Did you serve in the military?</b>		You could also ask: <ul style="list-style-type: none"> <li>•<b>What was your period of service?</b></li> <li>•<b>What was your rank upon discharge?</b></li> <li>•<b>What training or experience did you receive?</b></li> </ul>		Questions about type of discharge are unlawful. Don't ask: <ul style="list-style-type: none"> <li>•<b>What type of discharge did you receive?</b></li> </ul>
<b>Are you a U.S. citizen?</b>		<b>Unlawful.</b> Ethnic origin is protected under Title VII of the Civil Rights Act of 1964.		<ul style="list-style-type: none"> <li>•<b>Do you have the legal right to work in the United States?</b></li> </ul>
<b>Do you have a high school degree or equivalent?</b>		It is a good idea to verify information on the application. For verification purposes, questions that require a "yes" or "no" answer are fine.		<ul style="list-style-type: none"> <li>•<b>When did you graduate from high school?</b></li> </ul> This could be construed as an age inquiry, which is protected under the Age Discrimination in Employment Act.
<b>Have you ever filed a disability claim?</b>		<b>Unlawful.</b> Do not ask about disability, health, or workers compensation. The ADA protects qualified individuals with disabilities from discrimination.		Always explain the essential functions of the position and then ask: <ul style="list-style-type: none"> <li>•<b>Can you perform the essential functions of this position?</b></li> </ul>
<b>What clubs or organizations do you belong to?</b>		<b>Unlawful.</b> May be construed as seeking information protected under various anti-discrimination laws.		All questions should be job-related: <ul style="list-style-type: none"> <li>•<b>What clubs or organizations do you belong to that are relevant to your ability to perform this job?</b></li> </ul>
<b>Can you tell me about a time when you finished a project under a tight deadline?</b>		<b>Great question.</b> It is open-ended and asks about past behaviors.		Avoid leading questions, where the answer you seek is obvious, such as: <ul style="list-style-type: none"> <li>•<b>Can you work under tight deadlines?</b></li> </ul>

How did you do? This list just scratches the surface of questions that are lawful, unlawful, well constructed, and poorly constructed. If you conduct hiring interviews, you should be very familiar with anti-discrimination laws and how to conduct structured interviews that lead to successful hiring decisions. Your HR Analyst can help you with all phases of the interview process. Give your Analyst a call!