



# Inclusive interview advice

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## ■ Before the interview

- Ask the candidate 'What would help put you at ease in this interview, or is there something you might need for the interview?' This helps you **see each person at their best** and mitigates the need for the individual to share a disability if they are uncomfortable doing so.
- If possible, have a **blind application process** to guard against discrimination and bias. A blind application process is where an individual's unique signifiers are unseen when deciding on who should be contacted for an interview. These signifiers include their, name, picture, address.
- Consider if a **day at the organisation** would be better than a formal interview.
- Consider **DWP programs** such as Work Trials. This supports those with disabilities to shine.
- Make it clear **how to get into the building** through maps, videos, or someone meeting applicants at the entrance. This helps alleviate anxiety and unnecessary stress for the applicant.
- Make it clear if there is **disabled access** to the building.

## ■ During the interview

- **Settling in questions** at the start of an interview such as 'What do you have planned this evening?' or 'How did you get here today?'
- Having water or biscuits on the desk often helps **put people at ease**.
- Include questions that help the candidate to **demonstrate their experience**. They should give examples of situations or tasks they were given in the past that prove they have the knowledge to succeed in the role. An example question is, 'When have you shown the ability to work well as part of a team in the past.'
- Include questions that allow the candidate to **demonstrate their strengths**. For example, 'What would you say is your biggest strength.'
- **Include behaviour questions**, these assess the candidate ability to handle conflict, problem solve or show leadership skills. An example question is: 'Describe a time when you faced a significant challenge at work. How did you handle it?'

## ■ After the interview

- Make sure that people who haven't got the job **get feedback**. Often individuals have multiple rejections with no understanding as to why. This can cause them to stop trying to gain employment. If you have a recruitment team sometimes, they need to give feedback when an individual has applied for multiple roles.
- If you learn that the person you have hired has a **long-term health condition or disability**, training for their line manager can help support them. It is also important to communicate with the employee about their needs and reasonable adjustments.