

Key Takeaways from “Countering Bias in the Interview”

Research suggests we are all prone to unconscious biases that impact our evaluation of candidates despite our best intention. This is called implicit or unknown bias. The takeaways below are provided to help us become aware of biases and provide tips on overcoming implicit bias.

Takeaway One:

Begin to recognize and acknowledge your biases, including your unconscious assumptions.

- Have a Diverse Hiring Panel
 - Having a diverse hiring panel by race positively impacts the outcome.
 - Having a diverse hiring panel by gender does not.
 - Men and women tend to have the same sexist biases as a result of growing up in the same society.

Takeaway Two:

During the application review and interview process, make sure to take thorough notes.

- Evidence indicates the less information we have, the more apt we are to stereotype or rely on our schemas*.
- Note taking reduces impacts on pre-existing expectations of interviewer(s) final evaluation on applicants.

Takeaway Three:

Avoid distractions when reviewing applications.

- If interrupted, one stops taking in new information and starts drawing conclusions.
- A common bias outcome is to treat individuals who are like us, on observable attributes particularly race, more favorably.

Takeaway Four:

Agree on weighted criteria prior to seeing applications (qualifications).

- Ensure interviewers focus on information that is predictive of job performance reduces the use of gender based stereotypes and evaluation of candidates.

*Schemas- templates of knowledge that help us organize very specific information into two broad categories. They are essentially the filing system for our brain.

Takeaway Five:

Collect information in a systematic manner.

- Interview scripts
- Reference check scripts
 - Structured interviews are more predictive of job performance than unstructured.
 - Behaviorally anchored criteria is more predictive of job performance than other types of interview tools.
 - The more individuating information interviewers have, the less you will be influenced by demographics.

Takeaway Six:

Do not draw conclusions until you have scored all applicants.

- Score applicant at the end of the interview
- Interviewing team should not discuss applicants until all applicants have been seen.

Takeaway Seven:

Simply having the **intention** to evaluate candidates **fairly and accurately** can reverse the effects of bias.

- The research shows that if we say to ourselves, “I am not biased, so I don’t have to worry about this,” are natural filters against bias fall away, resulting in biased outcomes and hiring.
- If instead before you begin you say, “I intend to evaluate these candidates fairly and accurately,” your filters fully engage and you will reduce the impact bias has on the outcome of your selection process.

Direct link to the video: [Countering Bias in the Interview](#)

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