NAVIGATING THE BIAS IN THE INTERVIEW & SELECTION PROCESS

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Learning Outcomes

- Understand the cultural assumptions of professionalism
- Review the professional norms of Student Affairs
- Develop tools to navigate bias during the interview process
- Understand the importance of mentoring relationships and networking
Today’s Presentation

Overall Search

Interview Bias

Interview and Selection
Overall Search: Professionalism

- Subjectivity vs. Objectivity
- Dominant Standards of Professionalism

“The conduct, aims, or qualities that characterize or mark a profession or a professional person.”

- Webster’s Definition
Overall Search: Cultural Views

- Cultural Views vs Dominant Standards

- Professionalism Reconsidered

Monolithic Approach

Individually Considerate
Overall Search: Student Affairs Norms

Position
Institution
Your Opinion
Department

NASPA Professional Competencies
Points to Ponder

- How do you define your individual definition of professionalism?

- How does your definition of professionalism relate to the institution's that you are interviewing with or researching?
Interview Bias: “Biases that appear in research findings because of the social nature of the interview.”

- Encyclopedia.com

Interviewer Bias: “Influences resulting from the personal prejudice of the individual conducting the interview.”

-Barrons Business Dictionary
Entry Level Hall Director Position
Interview Process: Factors of Bias

- Race and/or Culture
- Gender
- Appearance
- Domestic vs. International
- Name

- Age
- Dialect
- Religious Affiliation
- Political Views
- Items listed on Resume
Interview Process: Examples of Bias
Interview Process: Examples of Bias

The Gender Spectrum
Interview Process: Examples of Bias

- Collectivism

- We vs. you or I

- Dialect
Interview Process: Manage the Bias

- Manage or Minimize the Bias
- Interview the Institution
- Match Speech
- Acknowledge and Spin
- Communicate your Building Bridge Potential
- Make it a Strength and Stay Positive

Interview and Selection Tips: TPE

- Make sure clothes fit and shoes are broken in
- Résumé and cover letter as error free as possible
- Do a mock-interview with your mentor or supervisor
- Do your homework on legal vs. illegal questions
- Investigate the institution's and department commitment to excellence to diversity
10 Tips for Placement Exchange

1. Over-scenting yourself
2. Jewelry singing a tune
3. Don’t rush answers
4. Comfortable, classy, understated clothing
5. Be present
6. Mirror the individuals who are conducting your interview
7. 20 minutes for the interview and 10 questions
8. Ask questions a the end
9. “Tell us something about yourself…”
10. Look at your social media

Shelia Higgs Burkhalter
Interview and Selection Tips: TPE

- Use on-site resources
- Stay connected to mentor
- Know employers values
- Spend time outside of Placement
- Send personalized Thank You notes/emails!
Interview and Selection Tips: On-Campus

- Know Unique Characteristics
- Positivity and Enthusiasm
- Non-Verbal vs. Verbal queues
- Smile and Posture
- STAR: Situation, Task, Action, Result
Interview and Selection Tips: Selection

**Institution Type**
- Large or Small
- Rural vs. City Location
- Benefits

**Mission, Vision, Values**
- Clear commitment to Diversity
- Dept. Values, Missions, Vision

**Personality and Cultures**
- What is the Fit?
- Is there a support system?
Interview and Selection Tips: Mentorship

- Process, Process, Process
- Seek Feedback and Discretion
- Trusted Networks
- Provide constructive feedback to employers if you have a negative experience
- Compliment institutions that demonstrate a commitment to diversity
- Be true to yourself throughout the process!
Conclusion

Questions?

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Stay connected with the AAKC!

- Blog: www.a-akc.com
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References

- Lieberman, Simma; Berado, Kate (2004). “Overcoming Interview Bias.” Curiosity.com
- Additional Information: Naspa.org