

# Inclusive Recruitment Practices

## Inclusive job interviews for diverse candidates

For many applicants from diverse backgrounds, responding to interview questions is a new skill that has to be learned.

When you're interviewing across diverse groups, be aware of differences, unconscious bias, and social norms. If you're conscious of how diversity influences factors such as body language, values and interests, work ethic, habits, and self-expression, you'll be able to evaluate job skills and qualifications more fairly.

### Review interview questions for bias

- Use scenario-based questions to assess how the candidate would perform on the job. Ask for examples and specifics so that the candidate can demonstrate their skills.
- If language is a barrier to accurate assessment, allow the candidate to demonstrate their ability in a practical way.

### Be aware of body language

- Ideas of "personal space" and appropriate body language are different for different people (for example, women, Aboriginal and Torres Strait Islanders, people from multicultural backgrounds and neurodivergent people).
- What may be perceived as "non-traditional" body language may not reflect the candidate's potential or abilities. For example, lack of eye contact may be a sign of respect for authority.

### Practice active listening

- If the candidate has English as their second language and they have a strong accent, don't assume that their communication skills are not suitable for your workplace.

## Avoid jargon and technical terminology

- Technical terminology may differ across workplaces and regions. Instead of using jargon or acronyms that may not be clear, communicate using simple language that will allow you to assess the candidate's competency for the role.

## Ten example interview questions

Inclusive job interview questions are designed to create a welcoming environment for diverse candidates and allow them to showcase their skills, experiences, and perspectives. These questions are also worthwhile for candidates who aren't from diverse backgrounds, and their answers can show their willingness to contribute to an inclusive workplace.

Remember to create an open and inclusive atmosphere during the interview, allowing candidates to express themselves authentically.

Here are some examples of inclusive interview questions and what they do:

1. Tell me about a project or achievement that you are particularly proud of. How did you approach it, and what was the outcome?

Allows candidates to share a specific achievement, highlighting their skills and contributions.

2. Describe a time when you had to collaborate with a diverse team. How did you contribute to a positive and inclusive team environment?

Assesses a candidate's ability to work in diverse settings and contribute to an inclusive workplace culture.

3. Can you share an experience where you had to adapt to a new or unfamiliar situation? How did you navigate the challenges and what did you learn?

Evaluates a candidate's adaptability and resilience.

4. Tell us about a time when you provided constructive feedback to a colleague. How did you ensure that your feedback was received positively?

Assesses interpersonal skills and the ability to communicate in a way that promotes a positive and inclusive atmosphere.

5. How do you ensure that your work is inclusive and accessible to individuals with diverse backgrounds, including those with different abilities or learning styles?

Gauges a candidate's awareness of inclusivity and their commitment to creating accessible work environments.

6. Can you share an experience where you successfully resolved a conflict within a team? How did you approach it, and what strategies did you use to find a resolution?

Assesses conflict resolution skills and the ability to foster a positive team dynamic.

7. Describe a situation where you had to manage competing priorities and tight deadlines. How did you prioritise and organise your work?

Evaluates organisational and time-management skills.

8. How do you ensure that your leadership style is inclusive and encourages the contributions of all team members, regardless of their background or experiences?

Assesses a candidate's approach to leadership and their commitment to inclusivity.

9. Can you share an experience where you had to overcome a barrier or challenge related to diversity and inclusion? How did you address it, and what did you learn from the experience?

Allows candidates to discuss their resilience and commitment to overcoming challenges that they may have experienced.

10. How do you foster a sense of belonging and inclusivity for team members who may have different cultural backgrounds or experiences from your own?

Evaluates a candidate's understanding of cultural competence and their efforts to create an inclusive work environment.