

Assessment

Quality Interviewing ***Third Edition***

The objectives of this book are:

- To discuss positive interview styles
- To explain how to interview for maximum information
- To advise about hiring practices that may be discriminatory



Assessment Questions for Quality Interviewing, Third Edition

Select the best response.

1. An overall description of equal opportunity legislation is that:
 - A. Hiring not be influenced by race, color, sex, or national origin
 - B. Hiring be based on job competency
 - C. Previous disabilities not be considered
 - D. Job advertisements not show bias
2. If a test is part of a hiring decision, an employer must be able to demonstrate the job-related purpose of the test.
 - A. True
 - B. False
3. The best interview style is one that:
 - A. Is like a friendly chat
 - B. Asks a set of predetermined questions
 - C. Relies on the interviewer's intuition
 - D. Is a social situation with a business purpose
4. When a vacancy occurs in an organization, which question should be asked first?
 - A. How long should the vacancy be advertised?
 - B. What skills are needed for this job?
 - C. Does the vacancy have to be filled?
 - D. Who is best qualified to do the job?
5. The most successful job interview will:
 - A. Reveal the exact level of the applicant's skill
 - B. Give an indication of how an applicant will function on the job
 - C. Provide answers to specific management questions
 - D. Provide a job history

6. Asking applicants open-ended questions can:
 - A. Provide details of places where they have worked and dates of employment
 - B. Inform you about their reasoning and value judgments
 - C. Provide specific answers
7. An interviewer should use most of the interview to try to:
 - A. Explain the standards and influence of the organization
 - B. Explain employee interaction within the organization
 - C. Determine how well the interviewee will function in the position
 - D. Learn details of the interviewee's past experience and learning
8. In order to establish respect from an interviewee, the interviewer should demonstrate his or her own level of experience.
 - A. True
 - B. False
9. As an interviewer, you can use silence best to:
 - A. Obtain more pertinent information
 - B. Intimidate the interviewee
 - C. Determine how experienced the applicant is
10. The best time to discuss the applicant's need for detailed information is:
 - A. Any time during the interview
 - B. Near the end of the interview
 - C. Near the beginning of the interview
 - D. At no time during the interview
11. If you identify a job-related weakness in the interview, you should realize:
 - A. It might seem magnified because the applicant is nervous
 - B. That most weaknesses can be overcome once the person is on the job
 - C. That the problem may be even worse once the person is hired

12. Interviewers must recognize their own prejudices and then:
- A. Listen to their gut instincts
 - B. Neutralize their prejudices
 - C. Compensate for their prejudices
13. An interviewer must be able to demonstrate that:
- A. All candidates were evaluated on the same basis
 - B. Any criteria used were directly job-related
 - C. Only qualified applicants were interviewed
 - D. A and B
 - E. B and C
14. Following are reasons for rejecting an applicant. Which one is invalid?
- A. Does not meet minimum job requirements
 - B. Weaker commitment to company than chosen candidate
 - C. Applicant withdrew application
 - D. No prior related experience
 - E. Lower level of required skills than chosen candidate
15. All applicants need to know how their application will be handled and the outcome of the interview.
- A. True
 - B. False
16. The interviewer should be listening about 80% of the time.
- A. True
 - B. False
17. Select the nondirective question from the following:
- A. What was your grade point average?
 - B. Why did you elect to major in journalism?
 - C. Would you be willing to start at a lower salary than your last?
 - D. What are your two best qualifications for this job?
 - E. Which of the two goals are most important to you?

18. Which of the following questions could be constructed as discriminatory?
- A. Have you ever been arrested?
 - B. Do you take prescription drugs?
 - C. Do you expect to have children?
 - D. Where do you live?
 - E. Any of the above
19. Checking references:
- A. Should not be done because of possible litigation
 - B. Should be part of every hiring decision
20. You cannot be sued for violating the interviewee's right to privacy:
- A. Because you receive a negative report from a previous employer
 - B. If the applicant has provided you with the name of the reference
21. The most successful interviewer:
- A. Can "size up" a candidate with a handshake
 - B. Asks a predetermined series of questions in a standard order
 - C. Creates the atmosphere of a social situation with a business purpose
 - D. Subtly uses intimidation to evaluate a candidate's ability to deal with stressful situations
22. A person confined to a wheelchair cannot be rejected for a position for that reason unless it can be shown that:
- A. The disability specifically prevents them from doing the work required
 - B. The person would create a health or safety hazard for others
 - C. Either of the above
 - D. None of the above
23. If a candidate provides inconsistent information, the interviewer should:
- A. Point out the inconsistency
 - B. Not point out the inconsistency
24. To learn the most about an applicant, the interviewer should:
- A. Record exactly the information the applicant provides
 - B. Listen to the information the applicant emphasizes

25. To protect oneself from one's own biases, interviewers should:
- A. Have a predetermined list of questions
 - B. Seek confirmation of their evaluations
 - C. Avoid open-ended questions
 - D. Not ask candidates for self-assessment

Answer Key for Quality Interviewing, Third Edition

Recommended response (Corresponding workbook page)

1. B (4)	6. B (31)	11. C (49)	16. A (32)	21. C (13)
2. A (5)	7. C (31)	12. B (52)	17. B (37)	22. C (20)
3. D (13)	8. B (32)	13. D (56)	18. E (69)	23. A (42)
4. C (18)	9. A (33)	14. B (57)	19. B (75)	24. B (49)
5. B (31)	10. B (45)	15. A (29)	20. B (75)	25. B (49)