Developing, Validating, and Analyzing Structured Interviews

BCGi: Adverse Impact & Test Validation Book Series
What are Structured Interviews and How are they Scored and Analyzed?

• Structured Interviews are oral interview sessions for hiring or promotional selection processes
• They are different than many ad-hoc, informal interviews in both the way they are given and how they are scored
• Structured Interviews can include several types of questions:
  – Situational questions
  – Behavioral questions
  – Competency-based questions
• And typically involve several raters and pre-defined scoring routines

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Why is this Topic Important to HR/EEO Professionals?

• **Why do I need to know about this topic?**
  – Yes… Interviews are “tests” and they are also subject to Title VII validation laws and are frequently litigated
  – Informal, ad-hoc interviews are generally not as effective as validated, structured interviews
  – There is a process for building and developing strong interviews, but many employers don’t take the time

• **What are the key essentials I need to know about this topic?**
  – Structured interviews are not too difficult to develop
  – Using multiple raters and rating scales can improve the effectiveness and validity of your interview process

• **What are the consequences surrounding these issues?**
  – Ad-hoc, informal interviews can possibly introduce liability and lower the quality of your workforce
  – The “start up” cost of a validation case is $30k to $80k

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Presentation Overview

- Overview & Background
- Methods for Improving the Interview Process
- Types of Questions to Include in Structured Interviews
- Steps for Developing Situational Questions
- Administering and Scoring an Interview

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Presentation Overview

• Methods for Improving the Interview Process
  – How valid and reliable the interview is may be highly specific to both the situation and to the rater.

• Types of Questions to Include in Structured Interviews
  – Situational questions
  – Behavioral questions
  – Competency-based questions

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Presentation Overview

• Steps for Developing Situational Questions
  – We’ll cover 13 steps that are typically involved in the Interview development process
• Administering and Scoring an Interview
  – Selecting raters
  – Training raters
  – Assembling panels
  – Administering/scoring the interview
  – Combining applicant scores from multiple panels

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Resources

• *Adverse Impact and Test Validation: A Practitioner's Handbook* by Daniel A. Biddle, Ph.D.
  – Purchase online at [www.BCGinstitute.org](http://www.BCGinstitute.org)

• *Adverse Impact and Test Validation Book Series Webinars*
  – Recordings available online for all BCGi Platinum Members
  – Webinar slides available online to all BCGi Standard & Platinum Members

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