



OFFICE OF DIVERSITY & EQUITY

OBSERVATION OF 'POSSIBLE' INTERVIEW BIASES

Halo Effect

Forming an overall favorable impression of a candidate based upon his/her responses to only one or two questions.

Leniency Effect or Stringency Effect

The tendency to give all candidates a high or low rating.

Central Tendency Effect

The tendency to rate all candidates in the middle of the rating scale.

Warm Body Syndrome

The tendency to hire someone, anyone, as soon as possible.

Oversell

The tendency to enhance the realities of the job to snag a well-qualified candidate.

Friendship Factor

The tendency to rely heavily upon personal references of your personal contacts/friends.

Memory Fade

Recollection of the first candidate and the rest seem like a blur.

Unfairness to the First Up

Research by Robert Half International has shown that the first person interviewed is least likely to get the job. Use the same objective criteria for all candidates.

Talking Too Much (80/20 rule)

The tendency of the interviewer(s) to talk more than the candidate. The goal is to solicit information about the candidate. As a rule, the interviewer(s) should talk no more than 20% of the time; the candidate should talk at least 80% of the time.

Rescuing

Often, there will be periods of silence from a candidate. Interviewer(s) are tempted to "rescue" the candidate by filling the silence with conversation or trying to answer the question for the candidate. In reality, the candidate may be using the silence to gather his thoughts and frame his answer. Be patient and resist the urge to talk.



OFFICE OF DIVERSITY & EQUITY

Personal Bias

The tendency to allow non-job-related prejudices and attitudes about cultural stereotypes, lifestyles, personalities, appearances, or other irrelevant perceptions to affect the rating of candidate responses.

Attractive Person Bias

The tendency to select attractive people regardless of qualifications.

Personal Similarity Bias

The tendency to rate individuals with interests, background, or experiences that is similar to the interviewer's more favorably than other applicants.

Good Interview Bias

The tendency to hire someone who can express himself or herself well or interview well.