Recruitment Bias
## Cheat Sheet

Understanding Bias in Recruitment & Retention

Understanding bias in hiring and retaining staff is crucial for all involved in a business, not just HR. It impacts the talent quality and can negatively affect team dynamics.

3 Type of Bias:

1. **Affinity Bias**: Favoring people who share similar attributes or interests.
2. **Confirmation Bias**: Looking for info that validates initial impressions.
3. **Group Think**: Yielding to a presumed consensus within the group.
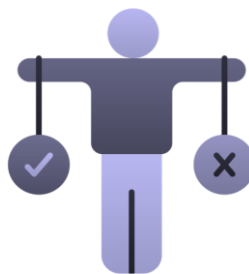
The Domino Effect of Bias

Poor Business Decisions: Suboptimal hires due to bias can affect team performance.

Toxic Work Environment: Unfairness create a negative atmosphere, leading to low morale.

Legal Repercussions: Bias is unethical and can lead to legal complications, tarnishing company's reputation.

The Cost of Bias in Business

When bias creeps into business, recruiting and retention, it comes with a "price tag" - financial setbacks, brand damage, and missed opportunities. Financial cost of bias might include:

♻ **Settlement Fees**: Tens of thousands to millions of dollars.

♻ **Lost Productivity**: 2-3% of an employee's annual salary.

♻ **Employee Turnover**: Up to 33% of an employee's annual salary.

Common Bias Pitfalls in Recruitment

Here are some bias triggers at different stages and what you should keep an eye on:

Stage	Common Bias	Be Cautious Of
Resume screening	Academic background	Unconscious preferences
Interview	Physical appearance	Subjective judgements
Panel evaluation	Majority opinion	Peer pressure

Proactive Strategies in Recruitment

Craft Unbiased Job Descriptions: Choose words carefully and keep it precise and clear.

✗ Don't Use:	✓ Use This:	? Why?
Salesman	Sales Representative	Gender-neutral
Code Ninja	Developer	Professional
Team Boss	Team Lead	More collaborative

Plan Structured Interviews: You must have a:

➢ Set list of questions for every candidate
➢ Uniform scoring system: Score 1-5 for technical skills (relevance, accuracy), communication (clarity, persuasiveness), and teamwork (cooperation, leadership).

You can avoid:

➢ Introducing new questions on the fly.

Encourage Diverse Set of Applicants: An inclusive work environment can enrich your team's perspectives.

Objective Hiring with Skills Tests

You can conduct different types of skills tests, like:

Technical Assessments: Picture coding exams for software engineers or financial modeling tests for analysts.

Soft Skills Tests: Use scenarios, situational questions, and even role-playing to evaluate these elusive skills.

Job-Specific Tasks: They mimic the actual tasks a candidate would perform on the job, offering a real glimpse into their skills.

Principles of Fair Promotion

Choose based on performance, not just likability.

- **KPI**s: The tangible performance indicators
- **Soft Skills**: Teamwork, communication, leadership abilities.
- **Experience**: Years in the role, successful projects completed.

Use open channels like Slack or company bulletin boards for transparency in announcements.

Prefer multiple evaluator systems and consider anonymous feedback for some unfiltered truth.

Standardized tests and evaluations can ensure that everyone gets a fair shot.

Mentorship and Skill Development

By combining mentorship with skill development, you can turbo-boost your career. Here are some actionable steps:

1. **Regular check-ins**: Keep your mentor in the loop.
2. **Collaborative Learning**: Work on a project together.
3. **Seek Feedback**: Constantly refine your approach based on mentor's insights.

Activity	Mentor Role	Skill
Monthly meeting	Guidance	Communication
Team project	Collaboration	Teamwork

Minimize Bias in Employee Retention

Use SBI Model for Feedback: For instance, "During yesterday's meeting (Situation), you interrupted colleagues (Behavior), which made it difficult to finish the discussion (Impact)."

Deliver a review like a pro: Gather all relevant data. Have an agenda and stick to it.

Situation	Behavior	Impact

Schedule a follow-up meeting to discuss progress or any additional concerns.

Navigate Tough Conversations

Start with a positive, insert the critique, and end on a positive note (sandwich method). Be specific and use concrete examples to make your point.

Balance between the frequency & quality of feedback. It can be:

Weekly Summaries: Email or team meetings
Monthly One-on-Ones: Private, in-depth conversations
Quarterly Reviews: Formal, documented assessments

The Don'ts:
✖ Compare employees.

✖ Use the review as a weapon.

Metrics to measure Progress:
☑ Time Management: Completion of 9 out of 10 tasks on time.

☑ Teamwork: Active participation in team meetings.

Regular Bias Training

Bias doesn't vanish instantly; regular training is the key to long-lasting change.

Set Up Training Framework:
- Opt for interactive webinars, quiz, or real-life scenarios.
- Include everyone from the top brass to the new intern, everyone should participate.

Address all types of bias:
- Cognitive Biases: Confirmation & in-group bias.
- Social Biases: Prejudice based on age and race.

Versatile Learning:
- Incorporate formats like slideshows, videos, and group discussions to keep things engaging.

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	Free	Starter	Custom Plans	
Num Active Users	1	5	10+	Compare To
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