

Agenda

- Use of AI in your employment practices
- DEIB and Accessibility
- Federal, state and local trends mandating what employers must provide applicants in the recruiting process.
- Those that restrict or prohibit what employers may require of candidates in the selection process.
- Proactive tips for reviewing and safeguarding your related policies, procedures, and programs.

This program and materials do not constitute the rendering of legal advice. Please talk to your company's employment counsel for specific guidance.

Copyright © September 2023 FiveL Cor

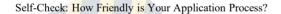






Word of Mouth Referrals "Unless the workforce is racially and ethnically diverse, exclusive reliance on word-of-mouth should be avoided because it is likely to create a barrier to equal employment opportunity for racial or ethnic groups that are not already represented in the employer's workforce."

5

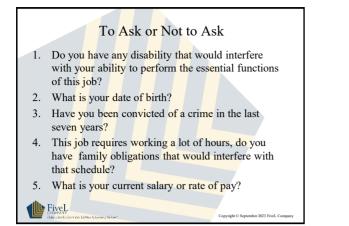


 50 percent of employers say the length of their job application process is a positive because it "weeds out" applicants.

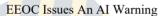
- Yet 60 percent of job seekers quit in the middle of filling out online job applications because of their length or complexity.
- Recruiters can boost conversion rates by 300+ percent by reducing the length of the application process to five minutes or less.
- How? Remove "nice to have" questions that aren't required on first contact with candidates and limit the number of screens people have to navigate to balance what's convenient for recruiters with what's user-friendly for applicants. Sources: Provided by SHRM's Research Dept: referencing CareerBuilder & Appcast

ber 2023 FiveL 0

FiveL



7



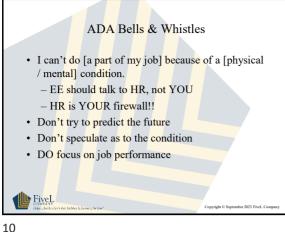
- May 12, 2022 US EEOC Publishes New <u>Guidance</u> on the ADA and "...the Use of Software, Algorithms, and Artificial Intelligence to Assess Job Applicants and Employees."
- Are you using any?
- You might be surprised.
- Ever post a job on LinkedIn / LinkedinRecruiter
- What about your recruiter inhouse or 3<sup>rd</sup> party?

8

FiveL

## ADA: What's AI in this Context?

"Examples include: resume scanners that prioritize applications using certain keywords; employee monitoring software that rates employees on the basis of their <u>keystrokes</u> or other factors; "virtual assistants" or "<u>chatbots</u>" that ask job candidates about their qualifications and reject those who do not meet pre-defined requirements; video interviewing software that evaluates candidates based on their **facial expressions** and speech patterns; and testing software that provides "job fit" scores for applicants or employees regarding their personalities, aptitudes, cognitive skills, or perceived "cultural fit" based on their performance on a game or on a more traditional test. "



## Behavioral Interviewing Techniques

- Research indicates the best predictor of future performance is past behavior.
- Rather than asking candidates futuristic or • hypothetical questions, ask questions that require the candidate to draw from past experience.

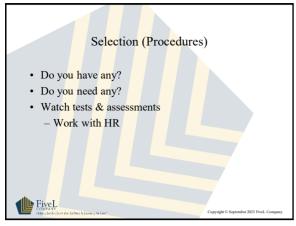
2

- Rather than asking "How would you
- Ask, "Tell me about time you •
  - What did you do and
  - what was the outcome?

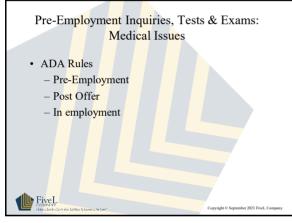
11

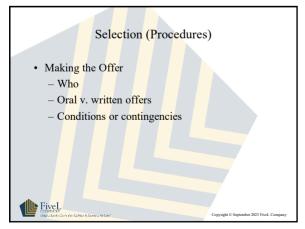
**FiveL** 



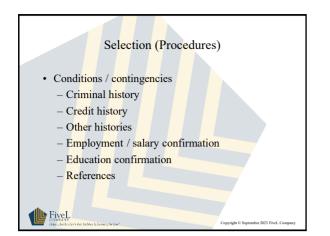








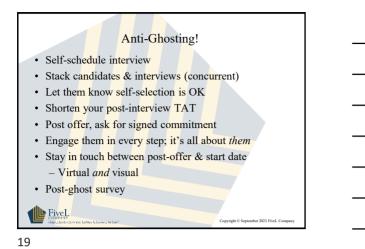












Now in its

2<sup>a</sup> Edition

Christine V. Walters, JD, MAS, SHRM-SCP, SPHR
Mixed FiveLnet
Mixed FiveLnet
Mixed FiveLnet
Mixed FiveLnet
Mixed Signop
A SHRMStore
Set Signop
A ShrmStore
Signop
Mixed Signop

