

Face-to-face Group Interviews

How to create and implement neuro-inclusive
Face-to-face Group Interviews.



About Face-to-face Group Interviews

Group Interviews assess multiple candidates simultaneously, evaluating their ability to collaborate, communicate effectively, and demonstrate leadership in a collective setting. This method is particularly suited for roles that require frequent teamwork or significant customer interaction, providing a unique insight into each candidate's interpersonal skills.

Benefits

The benefits may include:

- It saves time by evaluating multiple candidates at once, streamlining the hiring process compared to individual interviews.
- Offers a real-time insight into each candidate's ability to work within a team, crucial for teamwork-intensive positions.
- Ensures all candidates receive the same information and are assessed under identical conditions.
- Works well for roles such as customer service representatives and team leaders and aligns with industries such as hospitality and retail where collaboration is key.



Ideal for:

Customer service representatives and team leader roles.

Applicable for:

Hospitality and retail industries.



Considerations and solutions

There are considerations to address to ensure the assessment is neuro-inclusive. These include:

Considerations

Intimidation and dominance:

The competitive nature of group interviews can make quieter candidates feel overshadowed.

Individual assessment challenges:

Evaluating an individual in a group context can be difficult.

Solutions

Facilitate a balance by assigning individual tasks within the group setting, ensuring everyone has an opportunity to contribute.

Incorporate both group activities and individual evaluations to assess candidates' strengths.

Create and implement neuro-inclusive Face-to-face Group Interviews

Face-to-face Group Interviews allow employers to assess multiple candidates simultaneously, focusing on teamwork, communication, and leadership skills. By implementing neuro-inclusive practices employers can create a fairer and more accessible recruitment experience.

Pre-interview preparation

Group interviews can be overwhelming for candidates due to the presence of multiple participants, fast-paced discussions, and unclear expectations. By explicitly providing clear and detailed information about what, where, when, and how the group interview will occur, employers can create an interview environment that enables candidates to perform at their best.

Neuro-inclusive strategies

Neurodivergent awareness training

Ensure all facilitators understand common neurodivergent characteristics and how these may present in a group setting.

Detailed interview information

Provide details, including visuals about the group interview process well in advance.

This should include:

- The interview schedule, including start and end times
- The number of participants and facilitators
- The activities involved (For example, group discussions, role plays, or problem-solving tasks)
- Access details (location, parking, public transport, signing-in procedures)
- Venue details, including sensory information and breakout spaces
- Names, roles, and photographs of facilitators
- Dress code recommendations
- Contact details of a dedicated support person from the organisation to answer questions.

Accommodations and adjustments

Encourage candidates to request specific accommodations, such as:

- Additional processing time for responses
- Seating preferences to minimise sensory distractions
- The use of sensory items
- If possible, the time of day that the interview takes place.



Examples may help candidates feel safe to ask for supports they need to do their best.

Allow a support person

Allow candidates to bring a support person if they need assistance navigating the group setting.

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Preparing the interview environment

Group settings can amplify sensory distractions, such as overlapping conversations, bright lighting, and room layout, which may make it difficult for candidates to focus or participate.

Neuro-inclusive strategies

Sensory-friendly settings

- Minimise loud and continuous noises (For example, humming from coffee machines).
- Arrange seating in a semi-circle or U-shape to reduce feelings of being surrounded.
- Ensure consistent, non-flickering lighting.
- Avoid strong smells from perfumes, kitchens, or nearby restrooms.

A sensory friendly setting will support the candidates to feel comfortable and to do their best.

Break spaces

Provide a quiet area where candidates can step away if they feel overwhelmed. Share information about this space during the pre-interview communication.

Create structured activities

Plan activities that allow for both group interaction and individual contributions, such as breakout tasks or turn-based discussions.

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During the interview

Group Interviews often require candidates to respond quickly, manage social cues, and adapt to group dynamics. Strategies can be used to ensure that participants are supported to do their best.

Neuro-inclusive strategies

Welcome

Begin by introducing facilitators and highlighting the structure and expectations of the session.

Name tags

Utilise name tags and uniforms to clearly identify facilitators.

Facilitate taking turns

Ensure each candidate has the opportunity to speak without interruptions. Use a turn-based system or assign roles to avoid dominance by more extroverted participants.

Neuro-inclusive communication

Provide clear instructions

Clearly explain each task, providing written instructions alongside verbal explanations.

For example, instead of saying, "Discuss how you'd solve this problem," **provide a step-by-step outline of what's expected.**

Direct language

Be mindful that some candidates might interpret phrases literally, like "grab a chair", or "wait a second". **Use direct, literal language and avoid jargon** to avoid confusion.

Allow flexibility in participation

Allow candidates to contribute in different ways, such as through written notes or smaller breakout groups, to accommodate diverse communication styles.

Focus role-relevant skills

Assess candidates based on their problem-solving, teamwork, and communication skills rather than their ability to navigate group dynamics or assert themselves socially if these are not key attributes required for the role.

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After the interview

The post-interview period can be challenging for anyone due to uncertainties about outcomes. For neurodivergent individuals, this phase can be particularly difficult, as expectations about what happens next may not be intuitively understood. Employers can support neurodivergent candidates by providing clear information and constructive feedback to support them in their professional growth.

Neuro-inclusive strategies

Clear timeframes

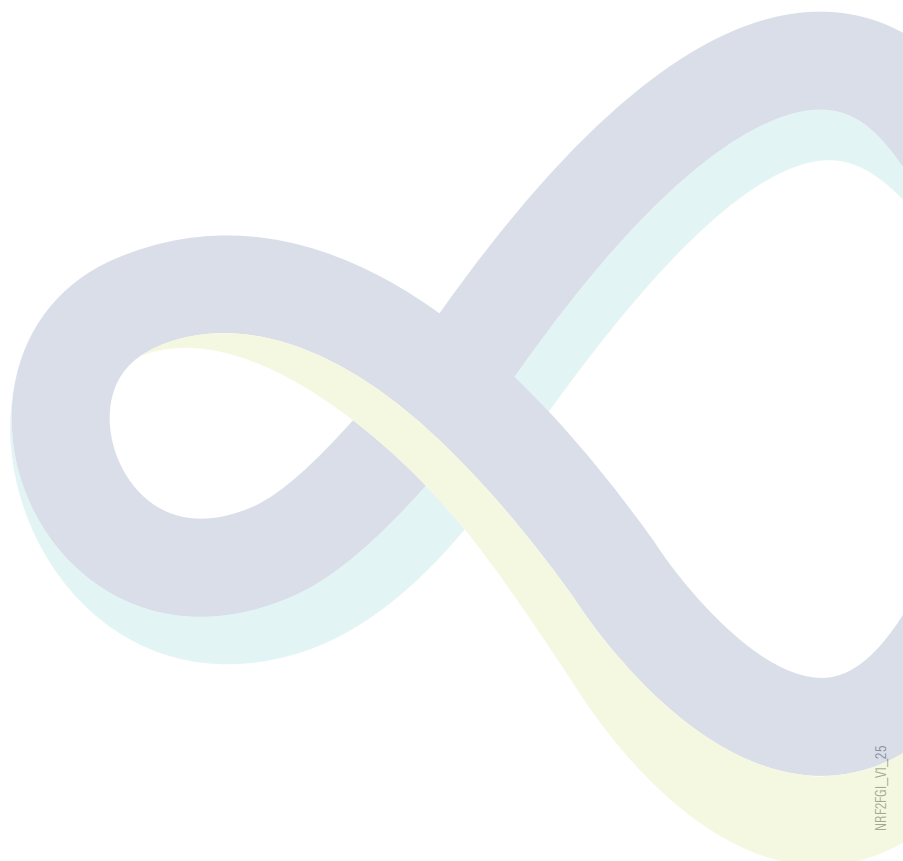
Provide explicit timelines and expectations for when or if outcomes will be communicated.

Transparent feedback

Provide specific feedback, highlighting strengths and areas for improvement.

Process evaluation

Regularly collect feedback from candidates on their experience to refine and improve the process.



Example of a neuro-inclusive Face to Face Group Interview

Scenario

A retail company is hiring customer service representatives. The interview includes a role-play activity where candidates must collaborate to resolve a customer issue.



Neuro-inclusive strategies support better outcomes.

Actions taken

- ✓ The candidates receive a detailed agenda beforehand, including the activities, facilitator names, and instructions.
- ✓ Facilitators have name tags, and use clear, direct and literal language.
- ✓ The interview takes place in a quiet room with natural lighting, with seats arranged in a semi-circle to promote inclusivity.
- ✓ Each candidate is given a turn to contribute during the role-play, ensuring all voices are heard.
- ✓ Breaks are scheduled halfway through the session to allow candidates to recharge.



These adjustments enable all candidates to showcase their skills in a fair and supportive environment.

Learn more and access resources

To learn more about Neuro-inclusive Recruiting and how to create and maintain neuro-inclusive workplaces, scan the QR code or visit neuroinclusiverecruiting.org.au.

