**QUIZ – Recruitment Supervisor Training**

1. **Employees mainly leave because of:**

* **Pay and Benefits**
* **Dissatisfaction with the culture/supervisor**
* **College or additional schooling**

1. **A focus on retention prevents having to continually recruit. It also improves:**

* **Engagement, Productivity, Morale**
* **Tenure, Benefits, Pay**
* **Diversity**

1. **How are job postings different from job descriptions?**
   * **What candidates want versus what companies want**
   * **Job postings do not include company information such as benefits.**
   * **Job postings do not include requirements**
2. **Who is responsible for recruiting?**
   * **The Hiring Manager**
   * **HR**
   * **Everyone – HR, The Manager and The Team.**
3. **Are people who are biased bad people?** 
   * **Yes. Bias is bad, therefore people who have a bias are bad.**
   * **No. Everyone has natural and societal biases and they can be hard to overcome.**
4. **All of the below are ways to reduce bias in hiring, EXCEPT:**

* **Get to know your biases.**
* **Notice examples that go against your biases.**
* **Decide that the next three hires must be women or minorities.**
* **Advertise in new places.**
* **Have a standardized interview process.**
* **Get others involved in the interview process.**
* **Try not to see a person as the group they belong to.**

1. **Which describes an appropriate phone interview?**
   * **Comprehensive, focused on general skills.**
   * **Brief, focused on knock-out questions.**
2. **If you need someone who is “detail oriented”, what is the best way to see if a candidate has the trait?**
   * **Ask the candidate to describe how detail oriented they are.**
   * **Ask the candidate to describe a time they had to complete a detailed task without excessive mistakes, and how they did it.**
   * **Ask the candidate whether they align more with dogs or cats.**
3. **What does STAR stand for?**
   * **Situation, Task/Action and Result**
   * **Stop, Take control, Accept or Rephrase**
   * **Schedule, Try, Assess and Repeat**
4. **How do you follow up if a candidate does not provide a complete STAR answer?**
   * **Ask them to rephrase (with a specific example), then ask who/what/how/when questions**
   * **Give them a different but similar question and mark them down a point**
   * **They are likely hiding information. Move onto the next candidate.**

**ANSWER KEY – Recruitment Supervisor Training**

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