

Hiring and Firing: What Every Manager Needs to Know
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1. Before advertising a job, what type of information should be researched?

2. What should be considered when revising a job description before an interview?

3. How does a supervisor determine qualities and skills that a prospective employee should have for a particular job?

4. What should be included in a job matrix?

5. What kind of questions should be asked of each applicant?

6. What should be included on the interview form that is used to assess an applicant's skills?

7. Explain the different interview styles.

8. In general, what should a plan for conducting an interview include?

9. How can an interviewer put an applicant at ease?

10. How can stereotypical thinking of the person conducting an interview affect the interview?

11. What does Title VII of the Civil Rights Act of 1964 as amended prohibit?

12. List unfair pre-employment inquiries that a person conducting an interview cannot ask.

13. Explain the difference between open-ended and close-ended questions.

14. How can an interview be ended on a positive, professional note?

15. What type of information and impressions should an interviewer document right after an interview?

16. Why would a company want to conduct a second interview?

17. What are some warning signs of job-related problems?

18. If a problem cannot be resolved informally, when a manager schedules a meeting with the employee, how should the meeting be conducted?

19. When conducting a counseling or disciplinary interview or session, what types of words should a supervisor avoid?

20. Why is it important for a supervisor to explain the objective of a disciplinary meeting and how are the objectives used during the meeting?

21. What can a supervisor do during a disciplinary meeting to help an emotional employee to get control of his or her emotions?

22. During a disciplinary meeting, how does a supervisor stress the positive to help the situation from becoming too negative?

23. When asking an employee for feedback during a disciplinary meeting, how should the supervisor conduct that part of the meeting?

24. After a disciplinary meeting, how is an action plan or agreement monitored?

25. What should a supervisor do at the end of a disciplinary meeting?

26. Before considering terminating an employee, what issues and information should a supervisor consider?

27. What type of records should a supervisor keep to help protect him or her from wrongful discharge lawsuits?

28. When is the best time to conduct exit interviews?

29. During an exit interview, what questions should be asked of the terminated employee?
