



# How to Assess Global Talent

Having effective and inclusive hiring practices and avoiding unintentional bias doesn't have to be daunting. There are simple steps you can take:

- ➔ Screen job applicants using an objective grading system
- ➔ Consider complementing in-person interviews with standardized or technical testing
- ➔ Minimize personal bias by having two or more people on the interview panel
- ➔ Rephrase interview questions, if needed, to get more detail
- ➔ Have someone not involved in the hiring process hide applicants' names (even educational institutions) so they don't influence evaluation of applicants' skills and competencies
- ➔ Accept references from volunteer placements or employment counsellors
- ➔ Consider calling overseas to check international references

## Key Messages

- ➔ Test your hiring practices and eliminate hidden biases
- ➔ Uncover the real skills and abilities of global talent
- ➔ Reach out to new talent and improve your competitive advantage

## Did You Know ?

**WHAT'S IN A NAME?** Job applicants with English-sounding names have a **39%** greater chance of getting an interview than those with ethnic-sounding names.<sup>1</sup>

## HOW DO I CONDUCT A FAIR INTERVIEW WITH SOMEONE FROM ANOTHER CULTURE?

Good communication in an interview is paramount – and communication is always influenced by culture. To remain objective, interviewers must be aware of their own cultural assumptions. Consider these points for a fair interview:

- ➔ Highlighting personal achievements can be difficult for some cultures. If a candidate is struggling to explain his or her accomplishments, try to rephrase and probe gently for further information.
- ➔ Maintaining eye contact in some cultures is a sign of disrespect.
- ➔ Some cultures communicate more directly than others. Give candidates time to respond fully to questions. Don't be afraid to ask for more detail.
- ➔ Ask detailed questions that allow candidates to demonstrate key technical competencies.
- ➔ Avoid using jargon, slang, or acronyms.



## RESOURCES

From HireImmigrants.ca:

Online course for inclusive interviewing

➔ [bit.ly/1hgF153](http://bit.ly/1hgF153)

What you can and cannot ask in an interview

➔ [bit.ly/1ptDYCo](http://bit.ly/1ptDYCo)



## HOW DO I UNDERSTAND THE VALUE OF AN INTERNATIONAL DEGREE?

Credential assessment services verify the authenticity of international education credentials and explain how they compare with Canadian programs. The resources below can assist you in learning more about a candidate's educational credentials.

- ➔ International Credential Assessment Service of Canada ➔ [www.icascanada.ca](http://www.icascanada.ca)
- ➔ World Education Services ➔ [www.wes.org](http://www.wes.org)
- ➔ University of Toronto Comparative Education Service ➔ [bit.ly/1kqYWQ3](http://bit.ly/1kqYWQ3)



**LICENSING FACTS** Approximately one-third of Ontario's licensed engineers were educated outside Canada<sup>2</sup>

### Did You Know ?

#### CANADIAN EXPERIENCE DISCRIMINATORY

Asking for Canadian experience is now considered discriminatory according to the Ontario Human Rights Code.

**LEARN MORE** ➔ [bit.ly/1o5V4Tj](http://bit.ly/1o5V4Tj)

#### DISQUALIFICATION A LEGAL RISK

Disqualifying a candidate on the basis of over-qualification might expose your business to legal risk.

**LEARN MORE** about the following landmark Canadian Human Rights Tribunal case ➔ [bit.ly/NxCDLZ](http://bit.ly/NxCDLZ)

## HOW DO I ASSESS ENGLISH LANGUAGE & COMMUNICATION SKILLS?

Proficiency in one of Canada's official languages is crucial to employment success for immigrants. How can you feel confident that a candidate has the language skills needed to excel in your business?

- ➔ Immigrants to Canada can have their language abilities assessed at the Language Assessment and Referral Centre in Guelph. They receive a score based on the Canadian Language Benchmark (CLB) scale ➔ [www.is-gw.ca](http://www.is-gw.ca)
- ➔ To understand more about what a particular CLB score means ➔ [www.language.ca](http://www.language.ca)



### REFERENCES

<sup>1</sup> Philip Oreopoulos, "Why Do Skilled Immigrants Struggle in the Labor Market? A Field Experiment with Thirteen Thousand Resumes," 2011, [bit.ly/1K0aFiY](http://bit.ly/1K0aFiY)

<sup>2</sup> Professional Engineers Ontario, Valuing Newcomers: A Guide To Licensure For International Engineering Graduates, <http://bit.ly/24IW6Mn>

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