

# HOW TO INTERVIEW PEOPLE WITH DISABILITIES?



## GENERAL TIPS

- Focus on the person you are interviewing, not the disability.
- Understand the level of disability and functioning.
- Understand requirements about accommodations required during the interview.
- Speak directly to the person and maintain eye contact.
- Use the same interviewing techniques and manner that you usually do.
- Be patient and wait for the person to finish speaking rather than correcting them or speaking for them.
- Never pretend to understand if you are having difficulty doing so.
- Keep language as simple and clear as possible.
- Allow plenty of time for the interview or assessments.



## PHYSICAL DISABILITY

### Pre interview

- Take into account any accessibility arrangements as mentioned by the person.
- Check if the person requires extra time to complete any written assessment

### During interview

- Ensure the person is comfortable and at same eye level.
- Ensure crutches, canes or wheelchairs are kept within reach of the applicant.



## VISUAL IMPAIRMENT

### Pre interview

- Only guide a person with visual impairment after you get permission from them
- Ask the person whether and how you can assist them.
- Offer them to hold your arm (just above the elbow) rather than have you hold and guide them.

### During interview

- When offering seating, place the person's hand on the back or arm of the chair and provide a verbal cue.
- Always identify yourself and introduce anyone else who may be present.
- After the interview, ascertain that the applicant can leave the building comfortably. You may offer to escort the person out.



## COGNITIVE DISABILITY

### Pre interview

- Seek advice on the best way to communicate with the person from a family member, friends or caregiver.
- Customize questions according to the level of functioning.
- Allow the person to bring a family member or friend to provide assistance.

### During interview

- Ensure that the room is quiet without distractions.
- Ask simple, direct questions and avoid using irony or sarcasm.
- Ask questions one at a time



## HEARING IMPAIRMENT

### Pre interview

- Find out the preferred mode of communication by the person
- Arrange for a sign language interpreter if the candidate only communicates via sign language.
- Allow someone to accompany the person to facilitate the communication

### During interview

- Do not cover your mouth when you speak. Ensure that the person can see you clearly and lip-read if required.
- Speak clearly at a natural pace. Do not exaggerate lip movements.
- Listen attentively when you are talking with a person who has difficulty speaking.
- Speak to the person, not the interpreter, and maintain eye contact.



## CAREERS NETWORK

We at Emirates NBD strongly advocate to support and promote inclusion of People with disabilities (PWD) in our community through the bank's social commitment platform - #TogetherLimitless.

Making our branches accessible whilst hiring People with Disabilities are our key drivers to achieving financial and social inclusion.

Emirates NBD launched the Careers Network Programme in partnership with the Community Development Authority and Manzil. The programme aims to enhance the inclusion of People of Determination in the workplace.



**For further information about the Careers Network, please visit our Website**

<https://www.emiratesnbd.com/en/corporate-social-responsibility/careers-network/>