



Employer Case Study: Zero Ceiling

At Zero Ceiling in Whistler, British Columbia, a social enterprise committed to reducing youth homelessness and raising the quality of life for young people experiencing homelessness from Vancouver through the Sea to Sky Corridor, interviews are a casual thing. But that doesn't mean that they don't take them seriously and prepare in advance.

*They **rarely do traditional behavioural-based interviews and prefer to take an informal approach.** Sean Easton, co-Executive Director, prepares their employment program candidates in advance by letting them know that it will be more of a conversation than an interview and that they should dress casually.*

*It's important to Sean right from the start to set the tone as friendly so that each candidate feels comfortable. And **the interview is not just about assessing the suitability of the candidate; it's also about the candidate interviewing them to ensure that the program and experience is a fit for them, too.** To ensure a positive experience right until the end of the process, Sean also provides constructive feedback should someone not be selected to join the program.*

***Building relationships,** spreading a message of “unconditional love” to youth who've had many doors closed to them in their young lives is what Zero Ceiling is all about, from start to finish.*



Inclusion Tip **Personality Assessments**

People who are highly detail-oriented can get overwhelmed and stuck when presented with too many choices. When you know in advance a candidate has diverse cognitive abilities, including autism, or lower levels of literacy, it's a reasonable adjustment to by-pass personality assessments and rely more on the interview to determine whether the candidate is a good match to the job.