Communications with Candidates: Considerations

We created email templates for communicating with candidates at each step of the process. These are intended to offer guidance and sample language, but leave room for flexibility in the hiring managers’ style of communication.

Some considerations:

- Consider who sends out the communications during the recruitment/interview process
  - For consistency, delegate one individual such as:
    - Department/Unit HR specialist, or
    - Committee Chair

- Consider using one thread on email communications, so as to reduce confusion and inbox volume.

- Make communication attachments text-selectable for accessibility
  - A Word or PDF document where text can be selected and copied

- Include accessibility verbiage in every communication
  - **Accessibility Requests:** The University of Washington is an equal opportunity employer committed to building a culturally diverse faculty and staff, including individuals with disabilities. The University makes every effort to honor all disability accommodation requests. Please contact the Disability Service Office (DSO) to request disability accommodations for the application and interview process. DSO can respond to your request most effectively if they receive the request as far in advance as possible. For any questions you can either contact the DSO office directly at 206-543-6450 or dso@uw.edu, or contact your Hiring Chair.

- Consider making all communications via email only
  - Helps to eliminate bias that may occur when speaking with someone on the phone.

- Tone of emails
  - Friendly
  - Concise
  - Welcoming
  - Room for hiring managers to have flexibility in their communication style

- Consider offering a personal phone call or email to candidates that have been rejected for the purpose of offering reasons or advice on their application process.