

# Reducing Bias Through Soft Skills Assessments

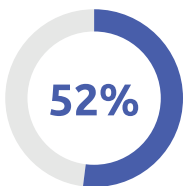
Focus on soft skills for organizational success



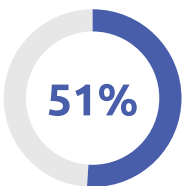
## HR pros are well-aware of the importance of unbiased hiring

Almost all HR pros believe it's important or very important to have an unbiased recruitment process

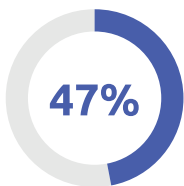
### But organizations struggle with bias:



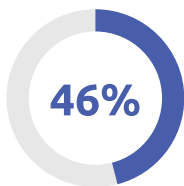
say pools of diverse talent sometimes go untapped via their typical recruitment process.



say unconscious bias sometimes leads to unfair hiring decisions.

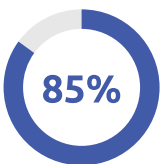


say traditional talent assessment tools can be prone to bias.

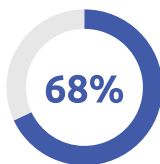


say unconscious bias sometimes leads to unfair internal mobility decisions.

## There are clear benefits to focusing on soft skills rather than hard skills



say soft skills are more important to long-term organizational success.



say putting greater emphasis on soft skills rather than hard skills can help reduce selection bias in hiring processes.

## Talent Acquisition (TA) processes rarely support hiring and training for soft skills

86%

of HR pros say soft skills are more difficult than hard skills to develop.

And, only **8%** say their organization's TA process is better at assessing candidates for soft skills.

To contrast, **44%** say their organization is better at assessing hard skills.



## This may be due to a lack of metrics

Fewer than one-fifth say that their organization has:



Deep insights in the overall soft skills available on work teams.



A highly reliable way of gathering soft skill metrics for job candidates.



A highly reliable way of gathering soft skill metrics for current employees.

## How firms with a less biased recruitment process differ

Compared to firms who think an unbiased recruitment process is less important, those that think it's extremely important are:



More likely to believe hiring for soft skills can reduce recruitment bias.



3X more likely to say they have deep insights in the overall soft skills available on their work teams.



More likely to say they have a highly reliable way of gathering soft skill metrics for job candidates.



More than 2X more likely to say they have a highly reliable way of gathering soft skill metrics for current employees.

## Consider these strategies



Identify where in the TA process bias can occur.



Gather employee and candidate soft skill metrics.



Emphasize soft skills rather than hard skills when hiring.



Hire internally when possible.



Train hiring managers how to identify and overcome unconscious bias.

## About the survey



The survey, "Reducing Bias Through Soft Skills Assessments," ran from December 2021 to February 2022 and was conducted in partnership with Pymetrics. Pymetrics leverages new science and audited technology to improve prediction and reduce bias. We gathered 265 useable complete and partial responses. Survey participants were HR professionals across a variety of industries, including manufacturing, professional services, non-profit organizations, and more.



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