Question: A manager asked if they could call and not just email the candidates who were interviewed but not selected. Is this a good idea?

Answered by the HR Experts
There's nothing wrong with calling candidates to let them know they weren't selected, but whether it's a good idea really depends on what your candidates expect and what you're seeking to accomplish.

Candidates expect an update after the completion of the interview process. You can set expectations by outlining your process when they first apply and by letting candidates know at each step how you intend to follow up with them and how quickly.

You could also ask the candidates for their preferred method of communication. A checkbox on the application would do the trick. Just make sure whoever is following up with your candidates uses the preferred method.

If you do decide to make a call, we recommend saying more than "We went with a different candidate" or "We found a better fit." Take the opportunity to provide the candidate with objective feedback. You should also be prepared to answer questions on the spot. They might want additional details as to why they weren't selected or ask advice about what they could have done better. Being ready to offer them useful feedback can end the candidate's experience on a positive note, even though they weren't selected for the job.

This Q&A does not constitute legal advice and does not address state or local law.

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