VIRTUAL INTERVIEW PREPARATION FOR MANAGERS – HOT TIPS FOR VIDEO INTERVIEWING

Conducting remote or virtual interviews may seem like a daunting prospect if you've never done it before. Even if you have, there are best practices that will help you to lead the remote interview effectively and get the best out of your candidate.

HOW TO PREPARE FOR A VIDEO INTERVIEW

Technology
If you are using Zoom, GoToMeeting, Google Hangouts, Skype or other video interviewing links, make sure the candidate and other interviewers have been sent the correct link with instructions on downloading the program. Remember, some free programs have a time limit of 30 or 40 minutes, so time your interview accordingly if needed.

Prepare questions
Having questions prepared ahead of time will help everything go more smoothly and ensure that you get a good sense of the candidate's skills, experience, and culture fit. Research has proven that structured interviews are much better predictors of future job success. Try to ensure that the majority of key questions relate to the competencies/skills required in the role.

Select an appropriate location at home
Be conscious of what will be in the background (other than you). Some applications allow you to choose a temporary virtual background, so choose a company picture and upload it if possible.

Prepare the candidate
Give your candidate (or recruiter) an advanced outline of how the interview will flow. This helps them know what to expect and when to speak. The outline could include the anticipated length of the interview, the name and title of the interviewer(s), and the general order of events.

Online introductions
If more than one interviewer is attending, don't take it for granted that the candidate has found your pictures on LinkedIn or on your website (or that they will recognize you online even if they have). Make the initial introductions friendly and relaxed.
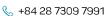
Listen with Purpose
Demonstrating active listening via a video call can prove challenging, due to the delay and/or connectivity issues. Similarly, you can't really make eye-contact in the traditional sense, so be mindful of where your camera is and look directly at it as often as you can. Regularly summarize or clarify what you have heard and ask further probing questions. Always pause before speaking to accommodate lag time or delays in the signal.
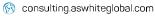
Take notes
Depending on how many computer screens you have, you may find it easier to handwrite your notes so that you don't need to minimize the video screen.

At the end
Invite the candidate to ask questions if they haven't already and tell them what the process will be going forward.

Manage connectivity issues proactively

Sometimes connectivity may prove challenging. If you cannot hear your candidate, or if the sound keeps cutting in and out, tell them immediately. Suggest turning off the video and just have a voice interview, which often helps with sound quality. If this fails, then suggest redialing into the session again. As a last resort, you could suggest a phone call or ask your recruiter to reschedule.