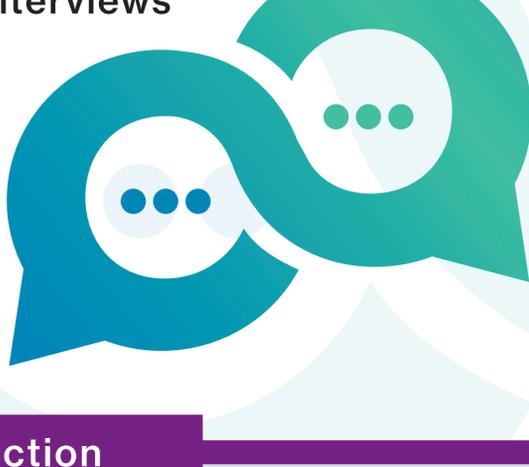


## Guidance for recruiters conducting two-way video interviews



### Introduction

There will be situations where a two-way video interview needs to be conducted rather than the more traditional, in-person interview. We have put together our top tips for ensuring your interview is delivered effectively in this format.



### What to consider ahead of the interview

#### Make sure the interview is accessible.

- ✓ Make sure there are no obvious accessibility issues with the technology you intend to use.
- ✓ Give your candidates the chance to try out the technology in advance.
- ✓ Give your candidates plenty of opportunity to share any difficulties they believe they will have in accessing the technology or completing the interview using this format.



#### Help your candidates prepare. They will appreciate it.



- ✓ Have a communication template prepared, providing candidates with all the information they need.
- ✓ Make it very clear to the candidates that the call will be video enabled. They may not appreciate the surprise if they are expecting it to be audio only.
- ✓ Book in an introductory call, encouraging them to join from the device and location they plan to join the interview from. Use this call to ensure they can access the technology and share any key messages from the communications you have sent to help them with their preparation.

#### Book in enough time.

- ✓ Build in more time than you would for an in-person interview to deal with any delays.



#### Think about the location you are joining from.

- ✓ Make sure there will be nothing in the video frame that would reflect badly on you or your organization.
- ✓ Conduct the interview in a quiet, well-lit room with a plain background behind you so the interviewee focuses on you and is not distracted.

- ✓ Lighting is important so make sure the main light source is in front or slightly to the side of you, so that it's illuminating your face.

#### If there is more than one of you on the panel, run an interview preparation session to agree your roles.

- ✓ Who is introducing the session and putting the candidate at ease?
- ✓ Who is asking which questions?
- ✓ How are the follow-up probes being managed?
- ✓ How much time is allocated for each question?
- ✓ Do you need an agreed signal for if the candidate needs to be moved onto the next question?
- ✓ Who will be closing the session?
- ✓ What is the interview panel's dress code?

#### Make sure you have everything you need to run the interview.

- ✓ Make sure you have access to all the paperwork and materials you need ahead of the day of the interview.



### What to consider whilst conducting the interview

#### Deliver the introduction well to put the candidate at ease.

- ✓ Thank the candidate for their time.
- ✓ Confirm how long the interview will take.
- ✓ Introduce them to the panel.
- ✓ Explain the format of the interview.
- ✓ Explain how the questioning and note-taking will work.
- ✓ Explain what you will do if the connection breaks. Have a back-up using different technology in case the issue is terminal (this could be as simple as a conference call across mobiles).
- ✓ Ensure the candidate feels able and comfortable to let you know if you, or any of the interview panel, are speaking too fast or your connection is breaking up.



- ✓ Let the candidate know there will be a chance for questions at the end.

- ✓ Ask if they have any questions before you begin.

#### Be aware of additional sources of bias.

- ✓ You may be influenced by the candidate's surroundings – advise them to think carefully about a suitable location for the call.
- ✓ Contrast effect - particular care will need to be taken if you are assessing some candidates within one process using a two-way video call and some using an in-person interview.
- ✓ The candidate may lack experience of video calls – giving the candidate everything they need to prepare will help mitigate this.
- ✓ As an assessor, it is your responsibility to ignore external distractions and concentrate on the conversation and what the candidate is saying.

#### Close the interview confidently.

- ✓ Ask the candidate if they have any final questions.
- ✓ Thank them for their time.
- ✓ Let them know when they will hear from you and what the feedback process will be.



Good luck with your two-way video interview. We hope you enjoy the experience!

If you have any feedback on these tips, or anything you would add based on your experience, please do get in touch in one of the following ways:

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