



Remote Interviewing – Hints & Tips

We have transitioned for the most part from face-to-face to virtual interviews for recruitment activity across the University. For some of you, video interviews might be more familiar than others. We're all having to adapt quickly and do things differently, so we have pulled together some tips to support you. The good news is that many of the same approaches and considerations that you bring to in-person candidate interviews will serve you well while conducting video interviews.

Setting up a video interview

IS have a detailed page for online meetings which you can [access here](#). The University has 3 options for online meetings – Webex, Skype and Microsoft Teams. Your Talent & Resourcing Consultant will set up a meeting in your calendar using the platform of your choice, which you then can simply click the link in the calendar invite to join.

The Talent & Resourcing Team will send the candidates a meeting link and will have had a test call with them in advance of their interview. The candidate will then simply join the meeting using the link at their allotted time. There should be no need to make any calls out to candidates or add them to the meeting. Please [see the links on this page](#) to understand more about online meetings.

Before the interview

- **Be prepared** - test your audio and videos settings (See here for [Webex](#) and [Skype](#)). To minimise technical hiccups and maximise candidate experience, do a test call beforehand with your panel. The recruitment team will also do a test with the candidates.
- **Set yourself up** - make sure your camera is clean. Find a quiet spot with good connection, and if possible, with a clear background.
- **Dress for the occasion** - it might not be necessary to go fully suited and booted, but remember you are still representing the University.
- **Remember to be patient** - technology can be tricky and chances are there will be a little glitch here or there. If the connection drops out or someone is struggling to hear, be as flexible as possible and build in a little extra time between interviews in case things run over because of any mishaps.
- **Have a strategy** - it's good to discuss and be clear as a panel beforehand how you'll approach the interview and decide on who'll ask what Qs. Make sure you include who will do the introduction and clean up at the end, so there's no confusion or talking over one another.

During the Interview

- **Communicate openly** - act as you would normally do in a face-to-face interview – take notes, nod along and interact with the candidate as appropriate. Try to look into the camera to replicate eye contact and help feel more like you are talking to one another.
- **Create a calm space** - try to eliminate outside noises that may interfere with the interview. If you can't avoid some background noise, try suggesting those who aren't talking to put their microphones on mute at the times they are not speaking.
- **Give the candidate time** - it's good to add a few additional seconds for a response before speaking, it gives the interviewee time they might need to think of a response and compensates for any lag time or delays in the signal.
- **If things go wrong** - try not to let it stress the panel or the interviewee. Keep calm, try again, and if you need any support have a look at the following troubleshooting:

Troubleshooting

If you're having a problems with any platform or your laptop / computer – please contact the IS helpdesk on: **Tel:** +44 (0)131 455 3000 **Email:** ISServiceDesk@napier.ac.uk

If you're having trouble getting through to a candidate or need some support with the interview itself that isn't technology related, get in touch with your Talent & Resourcing Consultant.