



## Video Interviewing Best Practices

### Before the interview:

- Send the candidate the video conference details they'll need to join the interview at least 24 hours in advance. Also ask the candidate to provide the best phone number to reach them if you experience technical disruption.
- Complete a technical check prior to the interview to ensure your webcam and audio are working. Ensure your device is fully charged or plugged in during the interview to prevent disruption.
- Select a quiet, private and well-lit place where you won't be interrupted by other people, pets or noises.
- Position your webcam so that you have a neutral background that's free from distractions.
- Set your phone to silent.

### Conducting the interview:

- Establish rapport. Start on time, introduce yourself and make the candidate feel welcome.
- During the interview, remember the candidate can see you. When you're listening, nod and smile when appropriate to communicate that you're giving them your full attention.
- Outline the interview structure for the candidate. Let the candidate know you will provide a brief description of the position, ask interview questions and answer applicant questions at the end of the call. This sets up the parameters of the interview, keeps you both focused, and gives the candidate an idea of what to expect.
- Digital connections can sometimes be delayed. To avoid talking over the candidate or having your first few words cut off, let the candidate finish their responses and then pause for a few seconds before moving forward.
- If noise interrupts your video interview, apologize for the interruption and ask for a few moments until the noise has subsided. You may want to mute the microphone if the noise is severe.
- If someone enters the room unexpectedly while you're interviewing, apologize to the candidate, ask for a few moments, mute your microphone and turn off your camera. Step away to deal with the interruption and make sure that the room is free from further interruptions before resuming the interview.
- Wrap up the interview by sharing your appreciation. Just as you would with an in-person interview, thank the candidate for their time and let them know when they can expect to hear an update on the position.
- Remember to log out of the session at the conclusion of the interview.