

Tips for Interviewers

One of the most important aspects of interviewing via videoconference is to be organised and to make sure that your interviewee feels comfortable with the situation. The following will help you to organise yourself and the interview panel, and also help the interviewee to feel at ease.

Before the interview

- Ensure that the interviewee is aware of videoconference techniques and procedures, how to use the equipment and feels comfortable with it. Allow them the opportunity to visit the site and become familiar with the equipment. Also ensure that all members of the interview panel are familiar with videoconferencing techniques.
- Consider the general environment of the room eg there is adequate seating and desk space available and that the room is well lit.
- If the videoconference session is to be recorded, ensure that the interviewee's permission is sought beforehand.
- Ensure that staff at the videoconference site know what to do when the interviewee arrives.
- Advise the interviewee and the panel to wear normal business clothing with pastel colours in preference to white and without overly detailed patterns or bright, flashy jewellery.

Opening the interview

- Assume that all microphones are 'live' and do not say things you do not wish to be heard.
- Ensure that all participants can be seen on screen – set up a group shot plus pre-sets for individual panel members. Welcome the interviewee and introduce the interview panel.
- Ensure the interviewee is comfortable with the room and videoconference equipment and explain what they are required to do.
- Make directions clear and concise and allow for any transmission delay when asking questions and awaiting the response.

During the interview

- Don't distract the interviewee with excess noise and/or movement.
- Maintain eye contact with the interviewee by looking at them on the screen.
- Too much note taking looks bad on camera as the interviewee is continually looking at the tops of heads. Have the panel take turns at note taking eg one asks a question and others take notes so that the questioner can maintain eye contact with the interviewee.
- Small actions look large on camera eg shuffling, looking away from the camera, fidgeting with hands, ears, pencils etc are distracting and may indicate feelings you don't want to convey.

Concluding the interview

- If a support person is not available, explain to the interviewee what they need to do with the equipment eg walk out and leave it on or press a certain button to disconnect.
- Do not discuss the interview until the videoconference connection has been well and truly broken. (This will avoid the interviewee overhearing your comments.)