

# INTERVIEWING SKILLS IN A VIRTUAL WORLD

**WHY VIRTUAL?** Companies are using virtual modes of interviewing for many reasons but **3 key** ones are: (1) to **narrow the pool** of applicants to be invited for in person discussions, (2) **foster collaboration** around the hiring process / decision making, and (3) to **save time** and **money**.

## WHAT'S THE SAME

### THE NEED TO PREPARE

- Re-read the JOB DESCRIPTION
- Spend time on organization's WEBSITE OR SOCIAL MEDIA to learn what you can about their product, culture and goals.
- Prepare answers to COMMON QUESTIONS
  - *Tell me about yourself*
  - *Why do you want to work here?*
  - *Why are you leaving your current job?*
  - *What are your strengths? Your weaknesses?*
  - *What's your expected salary?*

### THE ABILITY TO EFFECTIVELY COMMUNICATE

- Speak CLEARLY and CONFIDENTLY
- Establish RAPPORT
- Listen ACTIVELY
- Respond ARTICULATELY
- Ask INTELLIGENT and RELEVANT Questions

## THE SKILL TO "TELL YOUR STORY"

- PREPARE STORIES AND EXAMPLES to illustrate your skills and competencies
  - *Time you worked on a team project*
  - *When you worked with a difficult coworker/boss*
  - *You were responsible for the success of something*
- Based on organization, do you need to SIMPLIFY OR BROADEN the example to make it clearer?
- Put your stories into a STAR to ensure they are clear



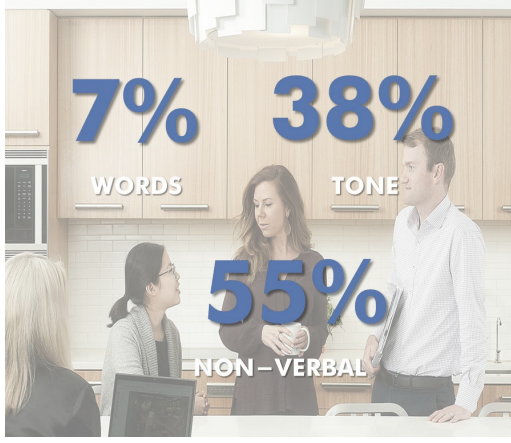
What are 3 – 5 key stories that best illustrate your knowledge / skills / ability?

### STAR TIPS:

- Use a SPECIFIC situation or task – not "in general"
- Provide relevant details
- Focus on your actions – use "I" not "we" as appropriate
- Include quantifiable results if possible
- Story should be under 2 minutes
- Ask interviewer if they would like additional details if necessary . . . BE BOLD, BE BRIEF, BE GONE

# WHAT'S DIFFERENT

Though an interview is an interview, moving it from in-person to a virtual mode can impact the interview. So it is important to keep these in mind to enhance your overall success in creating the right impact during your interview.



## HOW WE COMMUNICATE

### CONSIDERATIONS:

- Technology distractions
- Video / "phone voice" is not natural for many
- Elimination or distortion of non-verbal communication

*What do I need to be aware of when it comes to my communication?*

*How can I mitigate the impact on communication moving to a virtual mode?*

Go **REHEARSE!**

## THE "PERSONAL" TOUCH

### CONSIDERATIONS:

- Enhance pre-interview communications
- Do your homework - connections are key
- Plan ahead
  - Pre-plan topics / questions on "safe" topics
  - Improvise – pick up on their "cues"
- Find your smile

*What do I need to think about to enhance how I build rapport virtually?*

*How might that look / feel different on the phone / video tape / video call?*

Be **PREPARED!**

## THE INTERVIEW ENVIRONMENT

### CONSIDERATIONS:

- Everything Communicates
- Eliminate distractions –
- Prep the Set
  - Lights, Camera, Action
  - Create a stage / backdrop
- Connections are key (internet & cellular)

*What are key distractions visual / auditory that I need to be aware of when it comes to my interview "stage"?*

*How can I mitigate the impact on "uncontrollable" distractions (i.e. upstairs neighbor / sirens outside / etc.)?*

Set the **STAGE!**

# TIPS FOR ACING THE INTERVIEW

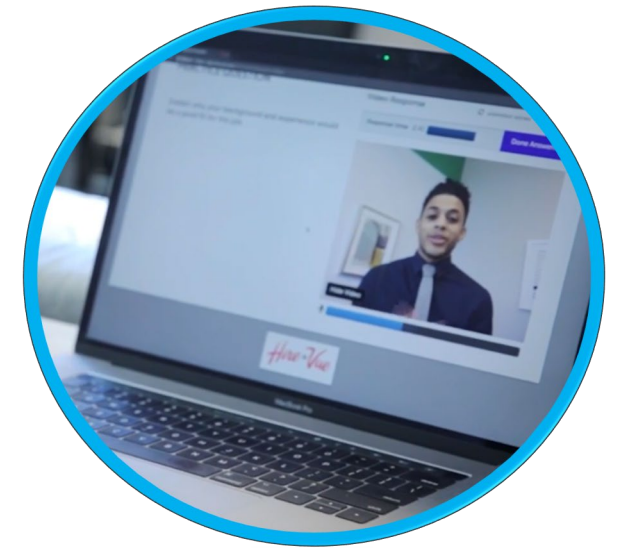
## IN GENERAL FOR VIRTUAL INTERVIEWS:

- Set the stage and eliminate distractions
- Dress appropriately
- Understand the brand . . . Yours and Theirs!
- Have your “cheat sheet” and STARS prepared
- Working pen and paper to take notes
- Keep a glass of water handy
- Ensure all technology is working properly (charge your phone / plug in your laptop)
- Focus, listen and enunciate
- Be conversational
- Send out a thank-you note or email immediately, opportunity to reiterate your interest and provide any additional info you missed in the interview

## ASYNCHRONOUS / ONE- WAY VIDEO INTERVIEW

- Read and follow the instructions carefully
- Ensure to meet the deadline provided
- Keep login information readily available
- Verify technology / device needed to successfully complete . . . and TEST
- POST-IT note reminders or cue cards
- Do a practice recording on your phone / computer

NOTES:



## PHONE INTERVIEW

- Confirm details – time zones / who’s calling whom
- Ensure strong cell reception
- Don’t multi-task or allow visual distractions
- Keep your resume in clear view
- Have rapport building questions prepared – your tone/ intro are your handshake
- Remember body language though not seen impacts your tone / words
- Provide concise questions / follow-up with “I can provide additional detail”

NOTES:



## LIVE VIDEO INTERVIEW

- Verify technology / device needed to successfully complete . . . and TEST
- Do a practice ZOOM / video mtg for audio, lighting and camera angles
- Keep login information readily available
- Allow recruiter to take the lead – if not, ask
- Pre-determine protocols if connection lost
- Rules of engagement for session
- Look directly into the camera
- Monitor prompts – SMILE / SLOW DOWN / etc.

NOTES:

