

The Digital Interview

March 2020

Recruiting digitally has
never been easier...

Working Remotely

With many of us working remotely due to the restrictions imposed by Covid-19, here is some simple guidance for hiring managers on:

- How to conduct digital interviews
- The current tools available
- How best to manage the process to ensure a great experience for both yourself and our candidates

This new way of working is something that many of us may have limited experience of. Using the range of technology and infrastructure available can allow recruiting processes to continue

Virtual interviewing allows us to recruit & attract talent globally, and is widely used across the market

Using software available, we're able to conduct 1:1, group and panel interviews

What are the virtual interview options?

Video call software (Skype/Zoom/Teams)

- Simply add the candidate's email address to your address book OR
- Send the candidate a meeting invitation via Outlook using their email address
- Click on the video call icon

WhatsApp Video Call

- Open up a new chat with the candidate
- Click on the video call icon in the top right hand corner

FaceTime

- Either from the candidate's contact details in your phone, or on the FaceTime app, click on their name and select 'FaceTime call'
- You can "call" their number or the email address – whichever they're using

Tips for Success

Prepare

Ensure the technology works **before** you start the call (speak to recruitment/IT if any issues)

The last thing you, or the candidates need is the video to cut out half way through or the sound to not work!

Location

Make sure you're in a quiet, non-distracting place to make the call

Pick a quiet room in the house/office that will stay quiet throughout the call

A plain, light background will allow the candidate to focus on you, and stop any unnecessary distractions

Building rapport

Put the candidate at ease & build rapport

Candidates will be nervous, which will come across more if they aren't comfortable on camera – be aware of this, and make the candidate feel at ease

Remember your body language

Honesty

Be direct and honest

An informal chat is good to make everyone feel at ease, but it is easy to get carried away when conducting a virtual meeting, make sure your questions are clear, concise and to the point

If you can't hear the candidate, tell them

About us

Howden Employee Benefits & Wellbeing work with clients of all sizes – both in Hong Kong and globally - to provide dedicated employee benefits & wellbeing consultancy. We've won many industry awards for our work and are widely recognised for our innovative and creative approach to benefit design.

We remain committed to supporting clients and the wider HR community during these challenging times. If you want to know more or simply to have a chat about ways you can support your employees, please get in touch with your consultant or contact us:

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