



## Best Practices for Conducting Virtual Interviews

- Highlight, in bold, that the interview will be held virtually and provide a statement that this is to protect the health of the employer and candidates.
- If your bureau has the bandwidth, you may choose to conduct a test of the video conference platform with the candidate. This provides a better candidate experience.
- Be prepared to provide Interview questions to the candidate 10-15 mins before the interview starts. Just the questions should be provided not the scoring.
- Don't be afraid to overcommunicate with your candidate. Include a timeline for the interview in your email communication. This will help ease the stress of the virtual interview for the candidate.

- Example of Communication:

Interview Date: 10/12/20. Interview Time: 2:00 - 2:45 pm.

Thank you for scheduling your interview for <Insert Position>. We look forward to talking to you on <insert date>. The panel members will be <insert panel members' names>. Here are some additional interview details and your interview timeline.

2:00: Check your email for the list of questions the panel members will ask.

2:10 – 2:15: Interview begins. Panel will introduce themselves and provide an overview of the position.

2:15 to 2:35: Interview questions begin.

2:35 – 2:45: Your opportunity to ask questions of the panel and hiring manager.

Here are instructions on how to download and test the software for <insert Skype or Teams, or interview software>.

Please feel free to reach out to the contact listed below if you have any questions.

Thank you and looking forward to meeting you,

- Include some video interview tips for the candidates or provide a link to an article on virtual interviews. This will help ease the uncertainty for candidates who are not used to a virtual interview.

- Ask all of your panel members to log on before the scheduled start time of the interview to test out your audio and video. Ensure that everyone will be visible and the lighting and background will not be a distraction during the interview
- Be sure to have the candidate's most up-to-date contact information handy. Confirm their phone number before starting the interview. This will help you transition to another form of communication if the connection is lost between the panel and the candidate.