Virtual Interview Best Practices

INTERVIEWS

What virtual interview platforms are available to conduct the interview/presentation?

UW–Madison supports the following free platforms:

- Google Meet
- Microsoft Teams
- WebEx Meetings
- Zoom

What are best practices for using the virtual interview technology?

- If you do not already have the platform's software installed on your computer, do so prior to the first interview, if applicable.
- Depending on the platform you choose, you may need to select an audio source (phone or computer).
  - It is strongly recommended that you select computer audio. Remember to mute/unmute yourself when appropriate.
  - If you opt for phone audio, there may be a dial-in, meeting ID, or participation number that will be necessary to receive sound.

It is recommended to have your computer or tablet plugged in to power during the interview. Video conferences can drain the device's battery.

What are best practices for conducting a virtual interview?

- Be transparent. Provide each candidate with information and logistics about how the virtual interview will work prior to the scheduled interview.
- Inform candidates that participating in a virtual interview opposed to an in-person interview will not harm or affect their candidacy.
- Have a back-up plan in case technology does not cooperate.
  - Make sure you have the candidate's phone number in case you must call them.
- Find a quiet, private, well-lit place to conduct the interview, free from potential noise or activity interruptions.
  - Avoid coffee shops and other communal spaces.
  - Limit light coming in from the background. Facing toward a window works well.
- Check that your computer's audio is working ahead of time.
- Test your webcam ahead of time.
- Maintain professional attire and demeanor.
- Position your webcam so that you have a neutral background, free from distractions.
- Monitor your body language.
  - When listening, nod and smile to show you are engaged.
  - Look directly into your device's camera as much as possible. When you are looking at your computer screen, you are not making eye contact with the candidate.
  - Be authentic and courteous.
  - Be sure your facial expressions communicate what you want to convey.
  - Be careful not to shuffle papers, tap your pen, or any other distracting behaviors that may detract from what you want to get across.

- o If you are concerned about your body language when interviewing, try the "gallery view" function which will allow you to see a small picture of yourself throughout the interview.
- Ask the same relevant and non-discriminatory questions you would in a phone or in-person interview situation.
- Treat each candidate equally by focusing on skill, experience, and ability to do the job.
- Mute your microphone when you are not speaking. This will reduce background noise and allow everyone to hear.
- Leave a few minutes at the end of the interview for the candidate to ask questions.
- In an interview with multiple panelists, you may consider stating your name anytime you speak, either to introduce yourself or before asking a question.