

Using the Technology to... Conduct an Interview

Have you ever looked at a job applicant on paper and thought “WOW!” and then paid to have them come on-site for the initial in-person interview and thought, “bummer...that was a waste.”

Keep in mind that interactive video technology can also be used for various types of interview situations including job interviews, as well as conflict resolution, counseling, debriefing, and professional supervision when those involved are in different locations.

A successful interview via interactive video requires the same preparation as a face-to-face interview, with some additional attention in the following areas:

- Make sure to schedule with all parties (individuals, video sites, bridge, etc.)
- Communicate your expectations, as soon as it is possible, with the remote site's coordinator. This includes preferences in room setup, providing directions to the room to the interviewee, and any additional assistance as needed.
- Arrive in the room or be ready to connect at least 15 minutes before the interview.
- Have the same written information or forms available that you would have in the normal face-to-face encounter. (as both locations, as necessary)
- Avoid any interruptions (i.e. turn off phones, overhead speakers, etc).
- Introduce yourself and anyone else present. Have the remote site do the same.
- Explain the process for the interview and help them to be comfortable.
- Ask open-ended questions that allow the interviewee to expand on the answer.
- Allow extra time for the interviewee to “receive” the question through the system and then formulate their response. Be careful not to interrupt their response unnecessarily.
- Ask the interviewee if they have any questions.
- Thank the interviewee for attending and close the interview with a formal goodbye.

Other helpful hints:

- Make sure that all participants understand the technology and any actions required during the interview.
- Speak in a normal voice (there is no need to “shout” in order to be heard.)
- As the interviewer, always have the camera focused on you and reasonably close-up.
- Remain engaged in the interview. Appearing distracted is often magnified through the technology.
- The microphone is very sensitive—avoid tapping pens, shuffling papers, etc.
- In order to videotape the interview, you will need permission from everyone present at each location.