



Video Interview Tips



Video Interview Tips

As videoconferencing platforms have become the norm for interviewing candidates, it's important to follow best practices for conducting video interviews that are successful, seamless, and engaging. Follow these tips and best practices as you set up, conduct, and close candidate video interviews.

Test Your Tech

- The quality of the video connection is paramount. Technology can be unpredictable, so it's key to test everything ahead of time.
- Make sure that your audio and video are working properly and be sure to test your tech the day of the interview.
- Use a headset with a built-in microphone.
- Make sure that your Internet signal is strong. Using a hard-wired connection is best, but if that's not an option, sit as close to the WIFI router as possible.
- Always reach out to the Rakuten support team if you encounter any issues.

Set the Scene

- Take the time now to create an appropriate background for interviewing.
 - Ensure you have a quiet place to complete the interview with a neutral, solid background. Make sure you're your background is free of clutter.
 - Refrain from using the digital backdrops offered by some videoconferencing tools, as they can cause technical issues and look strange.
 - Frame yourself appropriately for the camera by allowing participants to see your head, shoulders and a portion of your upper torso. Avoid close-ups or being too far from the camera.
 - Ensure you are dressed professionally and appropriately in the event you need to stand during the interview.
 - Everyone is aware that we're all currently sharing workspace with spouses, partners, children and pets, and there is an understood level of flexibility in seeing these new "co-workers" appear in the background of video chats. Still, try to set boundaries.
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Video Interview Tips cont.

Have an Agenda

It is the employer's responsibility to make sure interviews are structured and engaging. You should continue to treat this as a normal interview even if it is conducted in a different way. Be sure to arrive on time and provide the candidate a schedule beforehand so that they know who will be interviewing them.

Be Mindful

One of the worst things an interviewer can do is appear distracted or unfocused. Sometimes working remotely, you may tend to feel more relaxed, but you have to strike the right balance between being your authentic self and reflecting a certain level of professionalism.

- Interviewers should try to avoid side conversations, instant messaging, and checking their phone or e-mail.
- Be sure to verbally acknowledge that you'll be taking notes to avoid any misreading of your actions.

Showcase the Company

Both employers and candidates lose a tangible part of the interview experience when it's conducted completely virtually. Candidates miss out on experiencing the company environment and the workplace culture. Be sure to have videos or webpages portraying the company culture and showing what it's like to work in the company workplace ready to share during the interview.

Additionally, make use of any pre-recorded messages from your colleagues to give candidates a feel for the company.
