

LEARNER'S NOTES | 2018 - 2019

TECHNIQUES TO FACE REMOTE INTERVIEWS

- VIDEO INTERVIEW
- RECORDED
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PREPARATION



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VIDEO INTERVIEW

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PHONE INTERVIEW PREPARATION



INTRODUCTION

The common stereotype present in the minds of the candidates preparing for interview is that they must focus only on how to behave when they sit face to face with the interviewer. This practice, though gives many benefits still we must adapt to the technological changes. We have the tendency to mention in the resume regarding adapting to changes. But we should be aware of the changes that are happening in the interview processes.

Since this is a technology bound fast spaced world we can't expect firms to have a live interview every time. Suddenly your dream company has asked for an interview with you and you were really happy for it. But at the last line they mention that it a remote interview. At this point you will still feel confident to crack that interview. But there are some hidden aspects in remote interview that plays a major role in your rejection. To avoid such situations it is very important to know the techniques to face remote interviews.

REMOTE INTERVIEW

Remote interviews provide a way for companies to **screen potential employees** and to save applicants time and money for travel, making them **attractive choices** for both parties.



The combination of a scarcity of jobs and the emergence of new technologies has made it more common than ever for job applicants to take part in online, or remote, interviews. Following are the various types of remote interviews.

VIDEO INTERVIEW

VIDEO INTERVIEW – WHAT IS IT?

A video interview is a job interview that takes place remotely and uses video technology as the communication medium.

There are two types of video interviews: synchronous and asynchronous. Synchronous interviews are conducted live over the Internet. In contrast, an asynchronous video interview is pre-

recorded by the job seeker and submitted to the employer.

BENEFITS OF VIDEO INTERVIEW

Following are some of the benefits of video interviews.



- Video interviews can be useful at many stages of the hiring process.
- Asynchronous interviews are often used to save time during the early phases of the hiring process.
- In such a scenario, the employer might pose a set of questions and ask job seekers to record their responses in a video.
- This allows the employer to screen candidates quickly and select which ones will proceed to the next stage of the hiring process.



- Synchronous interviews conducted in real time over the Internet can be used in place of traditional face-to-face interviews.
- To give the employer a sense of how well the candidate is able to communicate.

- This type of interview is especially useful when travel costs are prohibitive or there are other obstacles, such as scheduling, that prevent the employer and potential candidate from meeting in person.
- Ease the scheduling burden.
- Improve performance tracking.
- Make your interviews more consistent.
- Create a convenient interview experience for passive candidates.
- Get more insight before making big decisions.
- See the candidate's command over technology.
- Reduce the amount of small talk.
- Observe body language and nonverbal cues.
- Invest time and effort into the best candidates.
- Save the candidate from transportation headaches.
- Enable after-hours interviewing.
- Let the candidate set the scene.

The above benefits will definitely encourage the companies to start video interviews and it is essential on your part to know what should be done and what shouldn't be done.

DO'S AND DONT'S IN VIDEO INTERVIEW

The extent of success in a video interview depends on how well you have ticked the expected boxes and how poor you have ticked the not to do boxes.

DO'S

1. Test before making the call



Sometimes applicants have to try a few times before the call goes through. It's best to be familiar with the video app beforehand to **avoid any hiccups**. For pre-recorded interviews, it helps to know guidelines ahead of time (for instance, you have sometimes only three minutes to respond).

2. Do your homework

Prepare for your video call as though you were going to an interview in person. Read the company's entire website and come up with your own questions. **Applicants should also be ready to talk about their backgrounds, achievements and goals**. This also encourages candidates to print out a copy of the job description and their résumé so they can easily find the information they need during the interview.

3. Choose an appropriate environment

Choose a **quiet location** so you can easily communicate with your interviewer. It's best to conduct your interview in a room with a closed door to keep out distractions.

And if something unexpectedly comes up during your interview **acknowledge** that it was **unintentional and apologize**, instead of pretending nothing happened. "It all comes down to maturity and professionalism."



4. Put yourself in the boss's shoes

Job seekers should consider the **recruiter's perspective to find areas that need improvement**. What would the interviewer think of an applicant who interrupts the interview to take a call or who's sitting in a **messy bedroom** full of unfolded laundry?

5. Don't forget to follow up

Often, interviewees don't give me the impression that they love what they do or that they really want the position.

In addition to appearing interested on camera, sending a **thank you email afterwards** is a good way to show that you're motivated. Plus, it will help you stand out from the crowd.

DON'T'S

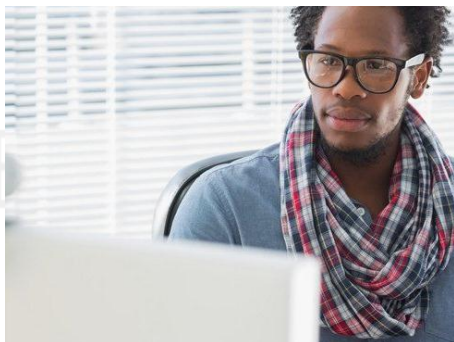
Below are the points that are highly responsible for the rejection.

1. Unwanted interruptions



According to the Robert Half survey, top executives have seen it all: dogs stealing the camera, children asking their parents what they're doing and candidates interrupting interviews to answer the door or to talk to their spouses. These kinds of interruptions are all too common.

2. Acting too casual



Other executives have found that during video interviews, some applicants can get a little too comfortable. Some examples of unseemly behaviour include **eating, getting**

dressed, playing video games and even chatting up the interviewer.

3. A less-than-ideal location



There have also been accounts of candidates who do their interviews at home, even though their **houses are being renovated**. It can be hard to hear what the interviewee has to say over the sounds of **power saws** and **hammering**.



Not taking the interview seriously is the main reason for all the above actions. Therefore as an aspiring candidate you must understand that even the minute details will be noted.

TIPS FOR FACING VIDEO INTERVIEW

Attention should be given to above mentioned DO'S but at the same time, some additional requirements will help you to get the nod from the interviewer.

Here are five things you must do to prepare for a video interview.

1. Check your tech



Familiarize yourself with your webcam and microphone so you know how they work. Make sure that your audio and video come **through clearly** and that there are **no technical issues on your end that would hinder your interview**. The camera should be at eye-level so that you are looking directly into the camera. It **won't** make a good first **impression** if you are seen as looking down or looking up when speaking.

2. Prepare your surroundings

You may think the only thing the people on the other end of a video interview can see is your face, but they will see some of your surroundings too. The room that you are in should look neat and attractive and not be visually distracting. You also need to avoid any auditory distractions such as a barking dog or a crying child. Also be sure to turn off the ringers of all the phones in the area.

3. Look at your lighting



Put a light behind your computer so your face is illuminated and avoid casting shadows on your face. **You should also**

keep in mind that the lighting can make your face shiny, so make sure that you powder your face lightly (even if you're a man).

4. Dress to impress



Even though you are not interviewing for the position in person, **appearance still matters**. When interviewing for a professional position, you should still dress in a suit even though only your top will be seen.

5. Sit where you can speak freely



Don't try to do a video interview from your current job if they don't know you're looking at new opportunities. Make sure there are no distractions from your surroundings. **It is advised to take a separate room and make the space comfortable and neat in appearance.**

Always keep in mind that video interview will also play an important role like normal interview. So try to satisfy all the ideal requirements to get selected through video interview.

RECORDED FEEDBACK

RECORDED FEEDBACK – WHAT IS IT?

A recorded feedback is a type of giving feedback in media format: audio or video. A feedback is a marketing term that describes the process of obtaining a customer's opinion about a business, product or service. When there is no possibility of giving this review to a client/ business owner, there comes a necessity to send a recorded message or a video about the service of that particular organization. This recorded feedback can either be an audio file or a video file.

BENEFITS OF RECORDED FEEDBACK

Following are some of the benefits of recorded feedback. A good interviewer is aware of when to keep quiet and when to talk. Make sure that you are not interrupting the interviewer, as this may lead to disruption while recording the interview. There are a number of advantages and disadvantages of recording interviews.

- Ideally, the audio recording of interviews gives an accurate summary of the interview, as all the answers captured during the interview, as well as the comments by the researcher, are saved for reference.
- The interviewing committee can rewind and listen to them repeatedly to get clarity on the interview.
- Moreover, the tone, body language, pitch of the voice, speed of the speech etc. can be assessed.
- The recorded interviews can be used for transcription of the answers, which is necessary for including relevant quotes in the research report.

Based on the above mentioned benefits, it is essential to know the strategies.

STRATEGIES IN RECORDED FEEDBACK

Following are the ways to approach a recorded feedback interview.

1. Introduce yourself – be friendly
2. Say which service you are giving feedback on
3. Summarize your overall perceptions
4. Refer to the criteria mentioned by them
5. Explain your process of arriving at a rating
6. Give the rating
7. Provide some attainable suggestions for improvement
8. Finish off in a friendly way

This is considered as a professional and polite way of giving a recorded feedback. However there are some limitations with respect to technology if it is an audio recorded type. So the strategy should be in avoiding the following limitations.

- Here one needs to depend on the equipment and if it fails to function properly then there must be a backup plan.
- In order to overcome the problems of equipment failure, one can check it beforehand and take note of the important points during the interview.
- With this, you will be having some record even if the equipment fails.
- Some interviewers may be nervous of the tape-recorders, which may spoil their performance in the interview.
- In some interviews, the non-verbal information may be as necessary as the spoken part.
- Here, audio recording will not be adequate and video recording is necessary.

Now that the video interview and recorded feedback methods are known, we must focus on getting a good practice in a type of interview which seems to be easy at first but has its own limitations in real time. If you master the following type of interview there is a high possibility of you entering the final interview. Thus the following interview is a gateway to next level in the interview process.

PHONE INTERVIEW PREPARATION

TELEPHONIC INTERVIEWS – WHAT IS IT?

A telephonic interview is an interview for employment conducted on the phone. Telephone interviews are often used to screen candidates in order to **narrow the pool of applicants** who will be invited for in-person interviews.



A recruiter or HR manager schedules telephone interviews for the sole purpose of deciding who will come in for an in person interview or who will be **cut from the hiring process. This is an initial screening of the candidates** whose resume made the cut thus far.

BENEFITS OF TELEPHONIC INTERVIEW

Following are some of the benefits of telephonic interviews.

- It is quicker
- It is cheaper
- You can assess communications
- You can reach long distance candidates
- Weak candidates are eliminated prior to the interview.

But telephonic interview has its own limitations which are as follows:

1. Body language and behavior cannot be assessed.
2. Interruptions can occur.

DO'S AND DONT'S IN TELEPHONIC INTERVIEW



The extent of selection depends on how well you do certain things that are expected and how well you avoid certain things that are magnified for rejection.

DO'S

- **Research**



Just like a face-to-face interview, start by finding out as much as you can about the company. **Find out about the size and structure of the company, its products and services and the markets** it works in (including looking at competitor's websites). The best place to start is the employer's website, but also keep an eye out for news articles, which may mention plans for growth and expansion.

- **Write down any questions you want to ask**

A phone interview is a really good opportunity to **find out more about the role you've applied for**, the company culture and opportunities for growth. And always make sure you have a pen and paper handy for note taking.

- **Have your CV to hand**

In all probability, the recruiter will have a copy of it too, so you may not be asked about it in detail. However, they may open the interview by asking questions about your experience. It's also a good way to ease into the call while **allowing them to find out how communicative you are**.

- **Smile**





Although your interviewer can't see you (because that would be weird), always try and remain smiling throughout the conversation. It **helps ensure you sound upbeat and, according to research, people can actually hear you smile.** You have been warned.

- **Listen**

Undoubtedly the **most important element to consider. Take on board all elements of their questions, and make note of anything that seems of particular importance, just in case they refer back to it later.** Even if they don't, you can use it as a cheat sheet when answering the inevitable 'any other questions' invitation at the end of the interview.

Other telephonic interview DO'S:

Use a landline, turn your mobile phone off, have a glass of water to hand, enunciate, remember to breathe.

DON'T'S



Following are the things that should not be done in a telephonic interview.

- **Treating it differently from a face-to-face interview**

Strange as it sounds, **it's a good idea to dress like a professional.** Obviously the interviewer can't see you, but it's harder to feel – and therefore sound – professional if you're still sitting in your dressing gown.

- **Getting distracted**



You need to remain focused on the task at hand, something that can prove difficult, if you still have one eye on the TV. The same goes for your partner/family members. They might be being supportive, but **your interview should be a two way conversation.** Having their frantic arm flapping and mouthed words of encouragement in the background will only put you off.

- **Eating**



There is a time and a place for snacking. Five minutes before your phone interview isn't it. You might think you're being quiet – but chances are that you aren't. **A mumbled answer because you have your mouthful is**

memorable, but for all the wrong reasons. Especially important if you're a nervous eater.

- **Interrupting**

The easiest way to **avoid irritating the interviewer is to let them finish their sentence**, so always allow for a gap before you begin answering. Not only will it give you time to think of a coherent response, it will also mean you **don't speak over the person you're trying to impress**. Just make sure you approach gaps with a degree of caution. There's a difference between a courteous pause and an awkward silence.

- **Sounding bored**



Try to sound positive, and avoid yawning or mumbling your responses. Even if you haven't understood every single sentence, just go with it. Make the right noises, and you're a shoe in for the next stage.

Other telephone interview don'ts chew gum, smoke, zone out, talk about yourself in the 3rd person.

After the interview it is important to thank the interviewer and wait for their response. During the interview, it is important to listen and then speak. Remember these two things to stay on track during the telephonic interview.

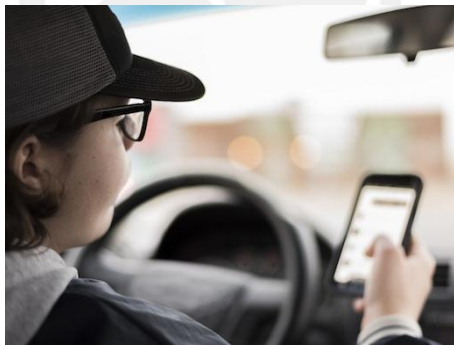
RESPONDING TO THE CALL IN BAD TIME

The phone rings, and being in active job search mode, you eagerly answer every unrecognized number because it could be your next employer. But at the particular moment, you're at the gym, in line at the grocery store, or picking up your kids from after-school sports.

When the phone rings in these situations, it can be mentally jarring, and therefore difficult to focus. Not to mention you're unlikely to have your resume or other notes in front of you about the particular company. So, resist the urge to proceed with the interview anyway, out of fear that you won't get another chance.

Follow these steps to manage such issues

- 1. Answer the phone correctly in the first place.**



Since nearly any job is going to require that you speak to some other human being inside or outside the company, **it's important to demonstrate how you would answer the phone in professional circumstances.** The first impression you give the interviewer should be an indication of the first impression you would give to that company's vendors or customers.

Eliminate the awkward five seconds when the recruiter, probably thinking it's you, is required to ask for you, only for you to respond with, "Who's calling?" (or the more defensive version, "Who's this?"). The wrong inflection can make you seem like you're avoiding bill collectors, and the entire exchange slows the flow of conversation. Instead, smile – yes, smile through the phone – people can tell, then announce your name.

2. Express gratitude and enthusiasm.

Over the phone, your **voice and attitude are the sole criteria available to the recruiter in these initial moments.** This is the opportunity you were waiting for, so be happy about it. Regardless of the busy scenario you're caught up in, if you had a second to answer the phone, then you have a second to ensure your tone is positive.

Continue to build on your pleasant-sounding foundation. Say, **"Thanks so much for calling. I was hoping I'd hear from you. I've been really excited about this opportunity since I first came across it."**



3. Speak the truth – or something like it.

Clarify that you can't talk right now, but don't over share. When you call someone at work who can't speak right now, their administrative assistant says, "She's in a meeting at the present moment," regardless of what the case actually is, because it really doesn't matter. Maintain the same level of professionalism – **no need to say you're two minutes from completing your ten-minute mile on the treadmill right now.**

Apply the same concept to the conversation with the recruiter. Say, **"I need to be in a quieter place in order to focus. May I return your call in one hour?"**

The above three steps provide best way to avoid those situations without getting a bad remark.

The behaviour in remote interviews will also paves way for your entry into the next round. Sometimes you may even be directly recruited if remote interviews are performed exceptionally. Therefore the maximum focus should be given in treating remote

interviews with the same importance like personal interview or face to face interview.

MAKE SURE YOU REVISE

- ✓ DEFINITION OF TELEPHONE INTERVIEW
- ✓ BENEFITS OF TELEPHONE INTERVIEW
- ✓ DO'S AND DONT'S IN TELEPHONE INTERVIEW
- ✓ RESPONDING TO THE CALL IN BAD TIME



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