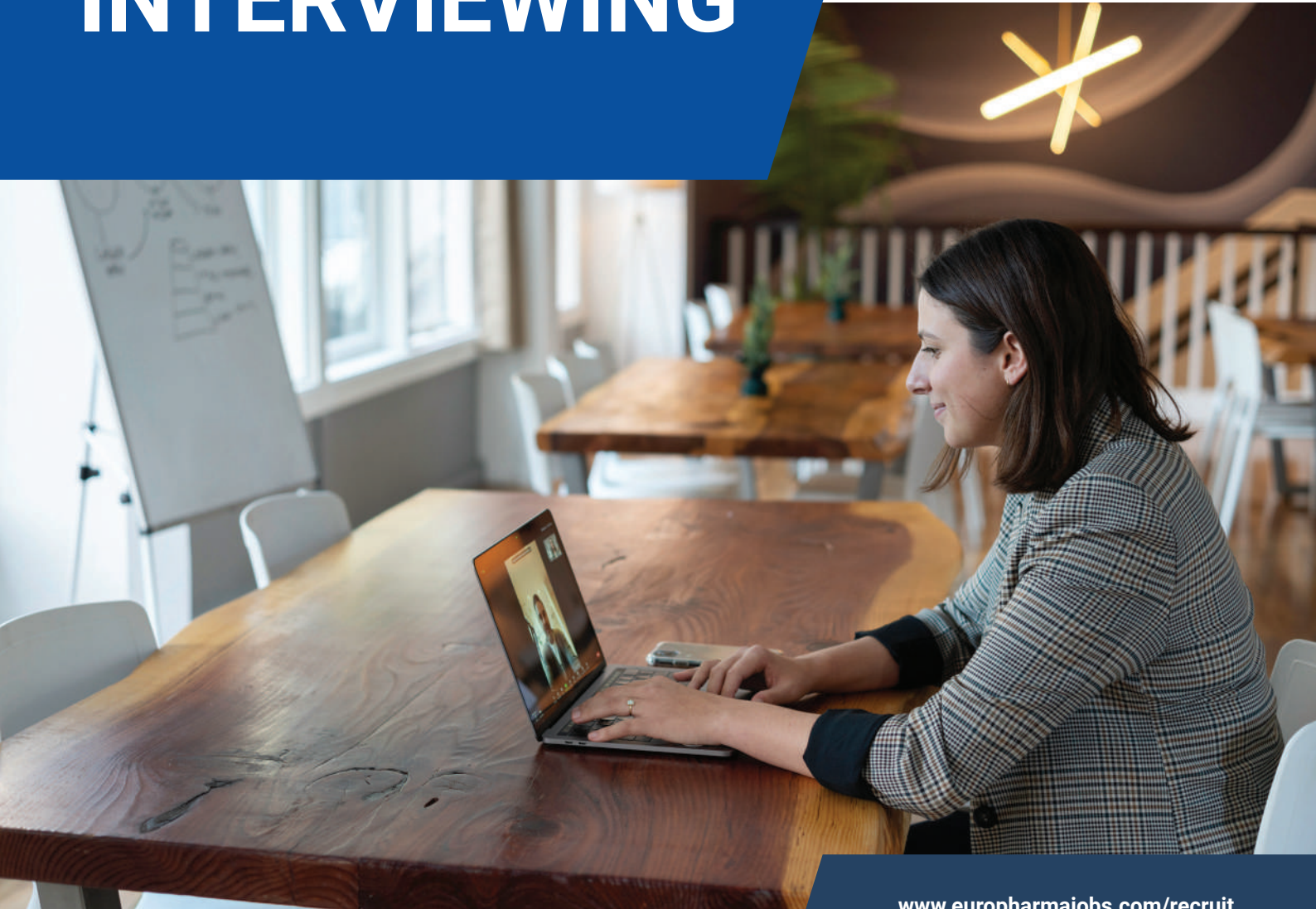


INTERVIEWING



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REMOTE INTERVIEWING

Remote Interviewing is something that you're already asking about. To answer those questions and give some objective advice we've been using and sharing an article by Strategy Consultant and Forbes contributor, Henry DeVries. "How To Conduct Remote Job Interviews During COVID-19 Crisis", now on Forbes online, looks at the tools available to recruiters at this time but also points out some potential pitfalls.

"Tech tools for hiring such as Zoom, Skype and Go-to-Meeting, just to name a few, have been a boon to remote job and consultant interviews. Seeing the candidate is so much better than just interviewing them by phone."

"If you need workers, using Remote Interviewing will help with the social distancing that is needed during this time. You can successfully screen candidates remotely with the right process and tools and limit the in-person interaction."



HOW TO EXCEL AT VIDEO INTERVIEWS

As social distancing became the norm for people, the world of recruitment had to embrace online technology fast. Online video interviews are now standard in recruitment and recruiters have had to step up to the mark with technology. There's much to learn with video interviews so find out how to tweak your online calls to showcase your company's professionalism.

Get Technical

Set up your video station in advance and test, test, test! Test the software, check your visual appearance on screen and check the room for unnecessary background distractions. Turn off the option to view yourself on video calls so you can give the candidate your full attention – otherwise it's easy to end up looking at yourself. Reduce the number of issues in advance.

Try to avoid setting up interviews with too many callers as any technical glitches or delay can be very distracting. As an alternative, video the interview and forward it to associated parties with emphasis on times of well-answered relevant questions.

Don't write off the candidate if there are technical difficulties. Rearrange the call rather than cancel. A poor connection can disrupt the natural flow of the conversation and throw off the interview but the candidate should not be penalised.

Be Prepared

Being well prepared for any interview is essential for both the candidate and the recruiter and perhaps more so when it's virtual. The awkward pauses that might happen seem amplified especially when on a call. Collaborate with the hiring manager about questions and practise a run through, if necessary. Shuffling papers and looking at notes is distracting and more obvious on screen.

Allow time for the first few minutes to be small talk to relax the candidate and let them feel at ease. Jumping straight into questions can be disconcerting and may put the candidate on edge. Remember that you are representing your business culture – it's important to leave them with a good impression.

First impressions count but try not to judge the candidate's room as part of the interview. A video interview lets the business into the interviewee's home giving an unfettered access to their choice in décor and living arrangements. Try not to let that influence your decisions and focus on their experience and capabilities instead.



ARE YOUR INTERVIEW QUESTIONS ILLEGAL?

With 1 in 8 Europeans considering themselves at risk for discrimination based on their race, ethnicity, disability, their sex, sexual orientation, age, religion and beliefs, it's fair to say that recruiters can do their bit to hire a varied workforce. Not hiring someone on any of these grounds is dodgy practice and the candidate can pursue legal action if they believe it's the grounds for them not getting the job. So, before you tiptoe the line between genuine interest and breaking the law, refresh your memory on which questions are classed as discrimination in most EU countries.

Illegal question: "Are you married?"

Alternative question: "Are there any current commitments which could affect your ability to do your job?"

It is illegal to discriminate against someone on the basis of whether they are married, in a civil partnership or single. Additionally, do not ask questions on people's sexual preferences. The candidate is entitled to their private life and the recruiter should be able to select a candidate based on their abilities to do the job alone.

Illegal question: “Do you want/have children?”

Alternative question: “Are there any current commitments which could affect your ability to do your job?”

It is illegal to discriminate against someone if they are pregnant, have children, or are planning to start a family. The candidate does not have to reply to questions along these lines and there may be push back if you do so. Best practise is to avoid this line of questioning and if the candidate brings up details show interest but politely change the subject to more neutral territory.

Illegal question: “How old are you?”

Alternative question: “Are you older than 18?”

This is acceptable when hiring for a job selling alcohol or tobacco products but it is illegal to discriminate against someone for their age. Sadly there is less interest in older candidates as companies seem to favour youth over experience and this can affect women more than men. Recruiters should look for knowledge and experience rather than birthdates to find the best candidates.

Illegal question: “Are you disabled?”

Alternative question: “Do you have any specific requirements to be able to perform this job effectively?”

It is illegal to discriminate against disability in the recruitment process or in the workplace. However, you can ask about health and disability if you can make reasonable adjustments to assist the candidate in their interview or for future employment.

Illegal question: “Are you religious?”

Alternative question: “Do the hours of work fit in with your religion?”

It is illegal to discriminate against religious preference or philosophical belief. A difference in treatment may be lawful in employment situations if belonging to a particular religion is essential to the job i.e. a Vicar or Imam. The candidate is legally entitled to express their religion in symbols or clothes as long as it doesn't interfere with their ability to do the job.



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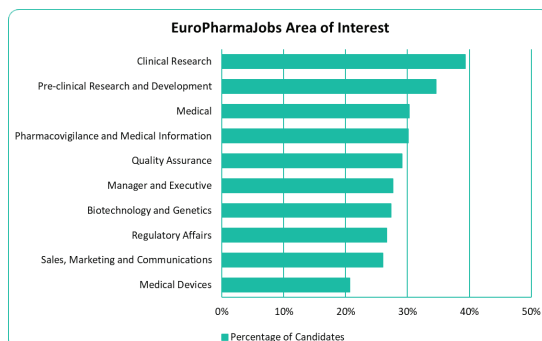
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-Dr. Ramya Varatharajan, University of Luebeck



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- Frederic Timmermans, ILSI - International Life Sciences Institute



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- Leigh Press, Project Manager, TMP Worldwide