

ADVICE

THE VIRTUAL HIRING PROCESS:

Whether you are hiring manager or a candidate it would have been very unusual for an interview process to be entirely remote. In light of recent events, this has changed... Welcome to the new norm!

- **Ensure you allow time to warm into the conversation and build rapport.** In the past this would have taken place walking from the reception to a meeting room and back to the lift. People buy into people so don't underestimate the importance of personal connection.
- **A factory walkthrough** doesn't need to be done in person, **use an online platform** such as FaceTime and slowly walk through the plant so the candidate can visualize themselves working there.
- **Take references!** Past performance is a much better indicator of how successful someone will be than if they ace or fail an interview.
- Where relevant to the role set a task or ask for a sample piece of work.
- Towards the end of the process **arrange a group interview** so the candidate can meet with the team and vice versa, this is a great way to see how they will fit in with an established team and for them to get a better feel for the culture.
- **Discuss how a virtual on-boarding will be implemented** to ensure expectations are managed on both sides.
- **Consider whether it is possible to hire an expat or someone currently overseas.** If the borders are shut for the next few months, can they start remotely? Is the government approving visas? Best to research thoroughly first
- **Consider the impact of e-resignations.** This will make some people uneasy so work with your recruiter to support the candidate and agree a reasonable timeline.
- **Be patient and empathetic.** These are uncertain times and moving careers may be viewed more than ever by candidates as 'risky'. As a result they may require more support than normal throughout the process

VIDEO INTERVIEW OR CONFERENCE TIPS:

- If you are using a technology format with a user name or photo, ensure they are business appropriate.
- Ensure you are in a **quiet room** with your device connected to power and stable internet.
- Keep the **background neutral**, ideally set up in front of a plain wall so there are no distractions, and ensure pets or family members aren't able to enter the room.
- Ensure lighting (such as a window or lamp) **is in front of you**, rather than behind, so your face is clear and lit up.
- **Dress professionally** and avoid bright colours or patterns.

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- **Use a PC with camera** or a laptop if possible. If you have to use a phone or tablet don't hold it in your hand, fix it on a stand or ensure it is securely propped up.
- If a link is provided, test and download the application at least 15 minutes before the start time.
- Close any unnecessary internet pages or applications as they can slow your connection speed, also ensure your phone is on silent.
- **Set the camera on your device at head height** or slightly above (e.g. put your laptop on a box or pile of books). This will encourage you to sit up straight and give the impression you are sitting in front of your audience
- **Use headphones** rather than the speaker from the device to ensure it doesn't pick up other noises in the room. Be mindful of shuffling papers or tapping your foot/pen etc.
- Have a glass of water and pen/paper to write questions next to you.
- **Look straight into the camera** from time to time, especially if you are trying to get a point across, as this will appear as if you are looking into their eyes.
- **Finally, smile and use hand gestures as you would if you were in person.**