



Top tips when having a Video Interview

Video Call hints and tips:



1) Check, test and check again:

This might seem obvious, but make sure everything works. If you plug in or attach headphones then make sure the setting is for headphones and not the computer itself. It is worth having a test run with a family member or a friend.

2) Check your lighting:

If the interviewer can't see you then this is a problem. Remember a video interview is a substitute for face to face. Check the camera, check lights, check windows. It maybe you have to move positions to be able to be seen clearly. If you have to, bring in a table lamp or close a curtain. If you wear glasses then make sure there is no glare on your lenses.

3) Check your background:

Turn on your camera and see what part of the room is in the frame. Remove any objects that don't convey a professional image. Do you want the Hiring Manager to see something? if not, remove it.

4) Check your room::

You really don't want to be disturbed. So make sure you have a quiet room. Some of us aren't bothered about kids or pets or our partners being heard or coming into view as it adds character. Whilst we are in the pandemic and lockdown, sometimes it can't be avoided depending on the size of your house and people should make allowances, however they don't. A lot of interviewers deem it unprofessional so try to get the kids out of the house and pets aren't in the room if possible. If you don't have an office with a lockable door then make sure where you are has a clear background.

5) Background screens/green screens:

On most of the software for video calling, you can set your own background. When you put pictures or photo's up and move your head and body, they pixelate and sometimes you can disappear. Avoid putting these up, especially swaying palm trees and a rolling sea. A plain background is best.

6) Have a back up plan::

Technology can fail at any time, Wi-Fi can fall out when you least expect it. Have a back-up plan. This could be another laptop, mobile phone or tablet. Make sure it is primed and ready to go if needed. It is worth asking the interviewer at the start if they can give you a mobile number to contact, just in case the technology fails that you are using and you can continue the interview on the phone.

7) Mute sound on other devices:

Make sure your phone and other devices are on mute and vibration is off. You don't want to be disturbed.

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8) Dress to impress:

Not only dressing right improves your mood, it is wise to dress in appropriate business attire (Top and Bottom). You may have to get up unexpectedly and if you're part dressed then as funny as the You Tube videos are, you don't want to get caught out. Don't have a mirror behind you.

9) Colours:

Bright colours don't work well for video interviews. Black can make your complexion look ghostly. Neutral colours are good if your lighting is fine and natural. If you wear a tie then a single colour one.

10) Post-It notes:

The interviewer can't see what you have around the screen, so it is worth putting bullet points up for answers and things you want to get across in the interview. These will be in your peripheral vision and easy to see. Don't write the whole answer, you need to be prepared. Use the PAR system to answer – Problem, Action, Result. Make sure you have planned prior to the call.

11) Don't join at the last minute:

The last thing you want is to have a connection issue and end up late. Ideally, get yourself in the virtual room earlier than the interviewer. Five minutes is a good time as most will have to admit you, so be ready and waiting. Keeping people waiting is not a good idea.

12) Don't join too early:

If you log in really early then you may jump in on another meeting. Video interviewing is new to a lot of people and they may use the same access set up and are not experts. Five minutes is enough.

13) Don't over animate your gestures:

No one likes a still framed robot, however don't over animate yourself with gestures. The interviewer only sees what is in the frame. Moving arms and hands around the screen can obscure the camera and be distracting for the viewer. It can also make your arms and hands seem larger. A little controlled animation is fine.

14) Look at the camera:

Temptation is to look at the Interviewers face. This gives the impression you are looking down. Create eye contact by looking at the camera screen. Put a post it note up next to the camera with an arrow and the words "LOOK HERE". Create that eye contact by shifting your gaze between the screen and the camera.

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- 15) Pause:**

Video interviews have delays and it can take a moment to transmit after someone finishes speaking. Just a second or two is fine. This way you make sure they have finished talking before you answer.
- 16) Do not try and Google for answers:**

Do not use a separate phone or tablet or on the device you are using to try and Google answers to questions. You can be seen looking away from the camera, typing, your eyes jumping around the screen. This is very off-putting.
- 17) Talk slowly**

We have some great technology with speakers and microphones, however you can never predict how you will come through. Make sure you talk clearly and concisely and slow down. Rushing through trying to get as much information across creates the wrong impression. You have two ears and one mouth. Do not come across as you have two mouths and one ear. Do not interrupt or talk over the interviewer. Listen , understand the question and respond when they finish.
- 18) Have a drink:**

Have a drink of water to hand. Why? One it allows you to take a sip to think about an answer and two it also allows you to look at the post-it notes you have prepped around your screen without seeming evasive. Hot drinks are not recommended as you may slurp. Not good in the ear of the interviewer.
- 19) Presentations:**

If you have to share your screen to give a presentation. Make sure it is ready to go and you know how to launch it. You should only have the call software and the presentation ready to go. Shut everything else down. You don't want email alerts popping up and buzzing in the ear of the interviewer. Nobody wants to see loads of text and you reading it "parrot fashion" word for word. Use images, bullet points, make it easy on the eye and engaging.
- 20) Be sure to disconnect:**

No one wants to hear a remark or see a gesture if you do something before you disconnect. Make sure you have disconnected properly before you do anything else or get up and leave.

Top Tips when video Interviewing:

Post-It Note reminders:

- HAVE A “LOOK HERE” POST-IT NOTE POINTING AT THE CAMERA WITH AN ARROW.
- Prepare things you want to get across in the interview
- Bullet Points so you can scan quickly without sending your eye racing around the screen.
- Use your drink of water to see the prepared answer to the question.
- Use PAR as the answer – Problem, Action, Result. Be to the point and clarify the answer given. Use more examples if necessary.





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Recruitment – You want the right people, the right fit, first time.

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