Creating a Positive Virtual Interview Experience

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Agenda

- Background
- Technology and location
- Preparing for the interview
- Conducting the interview
- Summary thoughts

Goals for interviews

Valid, Job-related

Fair

Reliable

Legally sound

Standardized

Humanizing

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How do virtual interviews compare to in-person?

Same

- Two-way interaction

- Questions and scoring rubric

- Standardization in questions and evaluation

- Scheduling based on applicant and interviewer shared availability

Different

- Applicants and interviewers require a device with:
  - Internet access
  - Web camera
  - Microphone
  - Interview software or app

- Eliminates travel for in-person interviews

- Less positive applicant reactions

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Preparing for the interview

Technology and Platform	Interviewer Location	Schedule	Interview Protocol
Introductory Script	Interview Questions	Evaluation Criteria	Applicant Information

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Technology and location

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Practice with technology and the platform

What do I need?

- Computer, tablet, or smartphone with:
  - Web camera
  - Microphone
- Stable internet connection
- Access to the interview platform*

*Review your institution's virtual interview instructions for specific requirements.

Prepare

- Complete a tutorial or customized training
- Practice using the interview platform prior to interview day
- Perform a dry run with other interviewers
- Note contact info for tech support

Setup

- Consider the setup and position of technology
- Test the technology just before the interview
- Review log-in information and navigation instructions

Then, prepare for the unexpected.

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Identify a suitable environment

- Private, quiet

- Free of potential distractions, to the extent possible

- Well-lit (window, lamp, etc.)

- Neat backdrop, free of distractions

- Nearby outlet

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Plan for the unexpected

Possible disruptions

- Call drops
- Poor AV quality
- Computer malfunctions
- Internet fails (outage, thunderstorm)
- Laptop battery dies
- Interruptions (children, dogs, roommates)
- Incoming calls, emails, messages

Proactive planning

- Acknowledge that unexpected interruptions may occur on either side due to circumstances
- Establish a back-up plan if a technical issue cannot be resolved quickly
- Provide applicant contact info for re-connecting via phone
- Keep your computer plugged in or an outlet nearby
- Mute your phone if you are not speaking
- Turn off email or other message notifications
- Silence your personal phone, if possible

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Preparing for the interview

Review interview materials

Review all interview materials in advance of the interview.

- ✓ Interview protocol
- ✓ Introductory script
- ✓ Interview questions
- ✓ Application materials typically provided
- ✓ Scoring rubric or evaluation criteria
- ✓ Documentation instructions

Rehearse introductory script and questions

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Complete unconscious bias training

DIVERSITY AND INCLUSION | WORKFORCE

Unconscious Bias Resources for Health Professionals

SHARE: f 🐦 in ✉

At academic medical centers, unconscious biases can compromise diversity and inclusion efforts in admissions, curriculum development, counseling, and faculty advising, among other functions.

The AAMC provides resources and trainings to assist these institutions to meet their goals around addressing unconscious biases.

https://www.aamc.org/what-we-do/mission-areas/diversity-inclusion/unconscious-bias-training

Webinar:

Mitigating Unconscious Bias in Virtual Interviews

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Coordinate with panel interviewers, if applicable

- Assign roles
  - Who will read the introductory script?
  - Who will ask each question?
  - In what order will you ask questions?
  - In what order will you ask follow-up questions?
- How much time will each interviewer have to ask questions of the applicant?
- Create a back-up plan in case one interviewer on the panel is late to arrive or unable to attend

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Conducting the interview

Be mindful of challenging circumstances

We are all working under different circumstances.

- Varied control over interview location
  - ➢ Limited privacy
  - ➢ Different settings and backgrounds
- Varied internet access
  - ➢ Unstable or unreliable internet
- Varied access to technology
  - ➢ No webcam
  - ➢ No computer
- Varied experiences with virtual interactions
- Varied savviness with technology
- Varied degree of adversity faced

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Create a comfortable atmosphere

Humanize the interview experience while ensuring a fair interview process for all applicants.

- Welcome the applicant

- Acknowledge unusual circumstances

- Set clear expectations

- Be mindful, stay focused

- Follow the interview protocol

- Do not ask inappropriate questions prohibited by law

Be consistent across all applicants to ensure a fair process

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Evaluate applicants

- Apply scoring rubric or criteria consistently to evaluate applicants' interviews

- Do not consider factors outside of the applicant's control
  - Audio/video quality
  - Technology issues that may occur
  - Setting/background of location
  - Unexpected or uncontrolled interruptions

- Take steps to mitigate unconscious bias from influencing your evaluation of applicant interviews
  - *AAMC webinar: Mitigating Unconscious Bias in Virtual Interviews*

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Summary Thoughts

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Interviewer checklist

Ready…

- Identify a suitable environment
- Practice using the technology
- Review the interview protocol and materials (questions, scoring)
- Complete unconscious bias training

Set…

- Scan your room
- Setup your interview space
- Minimize technology-driven distractions or interruptions

Go!

- Create a comfortable atmosphere
- Follow the interview protocol to ensure a fair process for all applicants
- Document your evaluations

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Key Takeaways

- Validity, reliability, fairness, and applicant reactions are critical to successful interviews.

- Virtual interviews demand thoughtful planning to humanize the interview experience while ensuring fairness.

- Setting clear expectations and creating a comfortable atmosphere can improve applicant reactions.

- Identifying a suitable location, practicing with technology, and reviewing the interview process will help to ensure smooth and successful interviews.

- Follow your institution's interview protocol and process to ensure a standardized, fair process for all applicants.

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