



Video Interview Handbook

servisource
Right When You Need Us



2023



Video Interview Handbook

Video interviews have emerged as a significant aspect of the hiring process, revolutionising the way candidates are assessed.

Preparing for an online interview is akin to preparing for an in-person interview, with a few minor adjustments to accommodate the virtual setting. The advantages of online interviews are evident, as they eliminate the need for travel and often result in reduced stress levels compared to traditional interviews.

To facilitate a seamless video interview experience, various software platforms have gained popularity. Free applications such as Zoom, Microsoft

Teams, Skype, Cisco, and Webex are widely used by organisations to conduct video interviews efficiently and conveniently.

Our expert recruiters have compiled this comprehensive handbook to assist you in getting fully prepared and set up for your video interview. By following our guidance, you will approach your interview with a sense of calm, composure, and complete freedom from stress.

With the increasing prevalence of video interviews in today's hiring landscape, it is crucial to equip yourself with the necessary knowledge and skills to excel in this format. Let us guide you through the process, ensuring that you are fully prepared to make a lasting impression during your video interview.

87% of organisations now utilise video interviews as part of their recruitment strategy, highlighting their growing importance in today's job market

Overall there has been a **67% increase** in the use of video interviews from 2020 – 2021

In 2022 video interviews have decreased by 10% from 2021, however this still represents a **net increase of 57%** from pre-pandemic times

Video Interview Preparation

Fail to prepare, prepare to fail.



Software

Depending on the company you are dealing with, they may use different applications or platforms to conduct their video interviews. In most cases, they will provide you with the necessary information and links in advance, specifying the software or platform you will need. If you are unsure about the specific application or platform required, don't hesitate to reach out to the company's contact person or the recruiter handling your application to clarify any doubts.

The most commonly used video software apps for interviews include Zoom, Microsoft Teams, Skype, Webex, Google Hangouts, and Cisco. These platforms offer various features such as video conferencing, screen sharing, and chat functions. Take the time to explore its features, settings, and interface, so you feel comfortable navigating through the platform during the interview.

Tip: To ensure a trouble-free experience, it is highly recommended to conduct some test-runs with a family member, friend, or even by yourself. This practice session will allow you to become familiar with the software's functionalities, test your audio and video settings, and identify any potential issues that may arise. During these test-runs, pay attention to aspects such as camera positioning, audio clarity, and general usability of the application.

Remember that preparation is key, and being comfortable with the software will enable you to focus on showcasing your skills and qualifications during the actual interview.

Webcam

Most laptops come equipped with an integrated webcam, which is often sufficient for video interviews. However, it is essential to ensure that the application you are using has been granted access to

your webcam. Typically, a prompt will appear asking for permission to use the camera. In the event that your laptop does not have a built-in webcam or you are using a desktop PC, you will need to purchase an external webcam. It is crucial for recruiters to see your face during the interview, so having a functional webcam is a necessity.

Once you have your webcam ready, it is important to position it correctly. The interviewer should have a clear view of your entire head down to your shoulders. Avoid cutting off any parts of your face in the frame. Testing your webcam setup is essential here as well. If your laptop's camera is positioned too low and cuts off portions of your face, consider placing some books or a sturdy support under your laptop to elevate it to an appropriate height. Sitting hunched over your laptop throughout the interview can lead to discomfort or strain on your neck, so it's crucial to ensure a comfortable setup.

Tip: Avoid using phones and tablets for video interviews whenever possible. The microphone quality on these devices tends to be weaker compared to laptops or external webcams, potentially affecting the clarity of your audio. Additionally, the smaller screen size of phones and tablets may not provide an optimal output for your interviewer's computer, potentially hindering the visual experience. Using your phone for interviews may result in frequent notifications popping up, leading to distractions that can divert your focus from the interview objectives. For the best possible interview experience, we highly recommend using a laptop or desktop computer with a reliable webcam setup.





Audio

When it comes to audio for your video interview, most laptops are equipped with built-in microphones that are generally of decent quality. However, it is important to be mindful of certain factors that can impact audio clarity. The built-in microphone can pick up sounds when you move or shift in your chair, leading to distractions for the interviewer. To ensure optimal audio quality, it is advisable to minimise erratic movements and be aware of potential background noise if you plan to use the built-in microphone.

An alternative option is to use a headset with a microphone. Investing in a good-quality headset can significantly enhance your audio experience during the interview. Look for headsets that feature mufflers or noise-cancelling technology on the microphone, as these can effectively eliminate background noise and provide clear sound transmission (yes you can use your gaming headset!). Using a headset not only ensures better audio quality but also reduces the risk of unexpected noise disturbances that may arise in your environment.

Tip: Regardless of whether you use the built-in microphone or a headset, test your audio setup before the interview. Use the video conferencing software or application you will be using for the interview to conduct a trial run with a friend or family member. This allows you to gauge the audio quality and make any necessary adjustments to your microphone settings or positioning.

Additionally, test for background noise by listening to the recording or asking your testing partner if they hear any disturbances. By proactively addressing audio issues, you can ensure clear and uninterrupted communication during your video interview.

Video Background

Contrary to the recommendation of some companies, we believe that your video background should reflect your personality rather than being fully clear or completely blurred. Since you are in your home environment, it is an opportunity to showcase a bit of your personal style and interests. While it is important to maintain cleanliness and avoid a cluttered or messy background, there is no need to hide your personality entirely after all it could be what bags you that dream job!

In our experience conducting numerous interviews over the past year, we have come across some truly fascinating backgrounds. Candidates have displayed bookshelves filled with an array of interesting reads, framed sports jerseys representing their passion, captivating portraits, and even their own creative artwork. These unique backgrounds have often served as conversation starters, with interviewers expressing genuine interest in the items or decor behind the candidate. It can be an easy icebreaker that helps establish rapport and create a more relaxed atmosphere for the interview.

Tip: During your video interview, it is a good idea to have a glass of water within reach. Even the most confident individuals can experience dry mouths when speaking for an extended period. Having water on hand allows you to stay hydrated and alleviate any potential discomfort or hoarseness in your voice. Remember to take sips of water during natural pauses or breaks in the conversation, ensuring that your voice remains clear, and you can maintain your focus throughout the interview.



Lighting

One effective approach is to introduce an additional light source, such as a desk lamp, strategically positioned to illuminate your face. Place the lamp behind your computer or laptop, slightly off to the side, to create a soft and flattering light that highlights your facial features. Experiment with the positioning and intensity of the light source to find the most flattering balance that ensures you are well-lit and visible.

In addition to using an extra light source, you can also make adjustments to the existing lighting in the room. If you have overhead lights, consider dimming them or adjusting the angle to avoid harsh shadows on your face. Natural light from a window can also be utilised by positioning yourself facing the window, ensuring that the light falls evenly on your face.

Tip: Regardless of whether you use the built-in microphone or a headset, test your audio setup before the interview. Use the video conferencing software or application you will be using for the interview to conduct a trial run with a friend or family member. This allows you to gauge the audio quality and make any necessary adjustments to your microphone settings or positioning.

Additionally, test for background noise by listening to the recording or asking your testing partner if they hear any disturbances. By proactively addressing audio issues, you can ensure clear and uninterrupted communication during your video interview.



Internet Connection

When preparing for your video interview, it is important to ensure a stable and reliable internet connection. Close all unnecessary tabs and applications on your browser to minimise the strain on your internet bandwidth. Downloads or updates running in the background can consume network resources and potentially disrupt the smooth flow of your video interview.

If you share your household with family members who may be streaming videos or engaging in online activities that require substantial bandwidth, it is advisable to request their cooperation during the duration of your interview. Inform them about the importance of a stable internet connection and kindly ask them to limit their internet usage during your scheduled interview time. This will help prevent any potential loss of quality or interruptions in your internet connection, ensuring a seamless interview experience.

Tip: Print out a copy of your CV and any other relevant notes or documents you may need for reference during the interview. Having physical copies by your side can be beneficial in case of any technical issues or if you need to quickly access specific information. Additionally, if you anticipate sharing

your screen during the interview, make sure the necessary documents are open and ready to go beforehand. Being well-prepared and organised demonstrates professionalism and saves you from the potential embarrassment of fumbling through files or searching for documents during the interview.

Top Tip: If you have access to multiple screens, consider utilising them during the interview. You can have the video conference on one screen while keeping your documents and notes open on the other. This setup allows for easier multitasking and quick access to information without disrupting the flow of the conversation. Just ensure that your screens are properly arranged and positioned to avoid distractions and maintain eye contact with the interviewer's camera.



Right When You Need Us

servisource | 

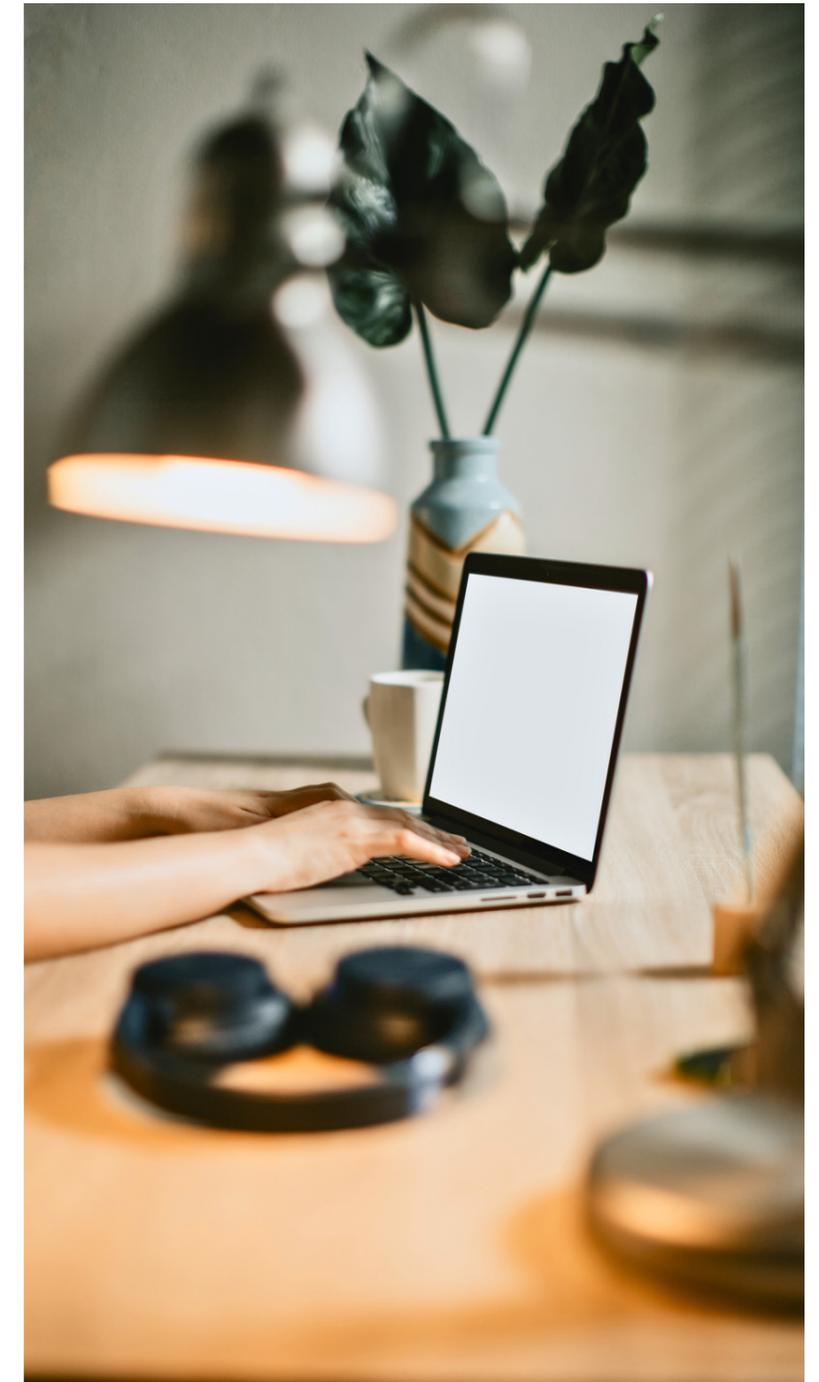
Your Career, Our Priority:
Join our team at Servisource
and let's grow together!

Environment

Creating the right environment for your video interview is crucial for maintaining focus, professionalism, and minimising distractions.

It is important to ensure that you will not be interrupted during the interview. One way to achieve this is by closing or locking the door of the room you will be in. This helps to create a private and quiet space where you can concentrate without any disturbances. We also recommended informing other people living with you about your scheduled interview. Kindly request their cooperation in avoiding any interruptions or distractions during the designated time.

Remove any unnecessary items that may clutter the visual space or distract your attention. Keeping your desk organised and tidy allows you to maintain a professional appearance and helps you focus solely on the interview. Prioritise having essential items within reach, such as a notepad and pen for taking notes, a printed copy of your CV for quick reference, and a glass of water to stay hydrated.



Tip: Silence your phone. Before the interview begins, ensure that your mobile phone is on silent mode or turned off completely. Incoming notifications, calls, or messages can disrupt your concentration and divert your attention from the interview. By silencing your phone, you eliminate the potential for distractions and can fully focus on the conversation at hand.



Video Interview Checklist

On the day of the interview, go through this checklist as you are setting up.

1 – Software

- Familiarise yourself with the video software platform specified by the company.
- Conduct test runs with a friend or family member to ensure you are comfortable using the software.

2 – Webcam

- Check if your laptop has an in-built webcam or consider purchasing an external one if needed.
- Position the webcam correctly, ensuring the interviewer can see your full head and shoulders.
- Test your webcam setup to avoid any technical issues during the interview.

3 – Audio

- Use the built-in microphone on your laptop or consider using a headset for better audio quality.
- Minimise background noise and avoid erratic movements that can be picked up by the microphone.
- Conduct audio tests to ensure clear and uninterrupted communication.

4 – Video Background

- Maintain a clean and tidy background without distractions or clutter.
- Showcase your personality by incorporating elements that reflect your interests or decor.
- Strike a balance between a clean background and expressing your individuality.

5 – Lighting

- Adjust the room's lighting to ensure you are well-lit and clearly visible on the screen.
- Consider adding an extra light source, such as a desk lamp, to enhance your visibility.
- Test your lighting setup to achieve a flattering and professional appearance.

6 – Internet Connection

- Close unnecessary tabs and applications to optimise your internet bandwidth.
- Request cooperation from household members to minimise internet usage during your interview.
- Ensure a stable internet connection to avoid interruptions or loss of quality.

7 – Preparation

- Print out your CV and any other necessary documents for easy reference.
- Have your documents ready if screen sharing is required during the interview.
- Set up a second screen if available, allowing for efficient multitasking and access to information.

8 – Environment

- Close or lock the door of the room you will be in to create a private and distraction-free space.
- Clear your desk and keep essential items like a notepad, pen, printed CV, and a glass of water.
- Silence your phone

Tip: Keep a glass of water nearby to stay hydrated and avoid dry throat during the interview.

By following this checklist, you can ensure that you are well-prepared and ready to excel in your video interview. Good luck!

If things go wrong

If your video or audio stops working

Before the interview begins, proactively ask the interviewer for their phone number as a backup contact in case of technical difficulties.

If you encounter issues with your video or audio during the interview, calmly explain the situation to the interviewer and ask if you can continue the interview by phone or if it would be possible to reschedule.

Having the option to switch to a phone call can help ensure that the interview can still proceed smoothly, even if there are technical glitches.



If someone enters the room unexpectedly

In the event that a family member, housemate, or even a pet enters the room during your interview, maintain composure and simply apologise to the interviewer for the interruption.

Ask for a brief pause or a few seconds to address the situation. This gives you an opportunity to turn off your microphone and camera temporarily, preventing any distractions caused by the unexpected visitor.

Once the interruption has been handled and you are confident that there will be no further disturbances, you can turn your camera and microphone back on and resume the interview.

Remember that recruiters are accustomed to interruptions during video interviews, given that they are conducted from candidates' homes. They understand that these interruptions are a normal part of life and should not be a cause for excessive concern.

The key in handling any unexpected situations during a video interview is to remain calm, communicate clearly with the interviewer, and take the necessary steps to address the issue promptly. By demonstrating professionalism and adaptability in managing these challenges, you can still make a positive impression and effectively navigate the interview process.



7 in 10 candidates claim to have missed out on a job opportunity due to technology problems on a video interview.

15% of candidates have had a video interview interrupted by someone they live with

Making The Best Impression

What to wear

Always dress professionally for a video interview, just as you would for an in-person interview. While it may be tempting to dress casually or take shortcuts by only dressing professionally from the waist up, it is important to dress appropriately all over. Remember that your attire reflects your level of professionalism and shows your respect for the interview process.

Dressing professionally from head to toe serves several purposes. Firstly, it helps you establish the right mindset for the interview. When you dress professionally, you signal to yourself that you are entering a professional setting, which can help you maintain focus and project confidence throughout the interview.

Secondly, dressing appropriately demonstrates your respect for the interviewer and the opportunity at hand. It shows that you take the interview seriously and are willing to make an effort to present yourself in a professional manner.

Moreover, dressing professionally from head to toe ensures that you are prepared for any situation. Unexpected circumstances, such as having to stand up during the interview or accidentally revealing parts of your attire, can occur (this happens more often than you might think!). By dressing completely professionally, you eliminate the risk of appearing unprepared or unprofessional if such situations arise.

Remember, your appearance during a video interview is still important, as it contributes to the overall impression you make on the interviewer. By dressing professionally from head to toe, you convey your professionalism, preparedness, and commitment to the position you are interviewing for.



Body Language

While it may seem challenging to convey body language effectively in a video interview, it is still important to prioritise and maintain strong body language. Here are the reasons why body language matters in a video interview:

Communication and engagement:

Body language plays a vital role in communication. Even though the interviewer can only see you from the shoulders up, your body language can still convey important cues about your level of engagement, interest, and confidence. By adopting positive body language, you can enhance your overall communication and create a more engaging interaction with the interviewer.

Non-verbal cues: Non-verbal cues, such as facial expressions and hand gestures, are still visible in a video interview. These cues provide additional information to the interviewer beyond what is conveyed through words alone.

A warm smile, nodding in agreement, or leaning forward slightly to show interest are all ways to utilize body language effectively and demonstrate your active participation in the conversation.

Professionalism and presence: Strong body language signals professionalism and presence. Sitting up straight, maintaining good posture, and projecting confidence through your physical demeanor can leave a lasting impression on the interviewer. It shows that you take the interview seriously and are committed to presenting yourself in a professional manner.

Confidence and credibility: Body language can greatly influence how others perceive your confidence and credibility. When you exhibit open and relaxed body language, it can enhance your self-assurance and convey credibility in your abilities. Conversely, closed-off or tense body language may give the impression of nervousness or lack of confidence.





To maintain strong body language in a video interview, consider the following tips:

- Sit up straight and maintain good posture throughout the interview.
- Keep your facial expressions friendly, attentive, and engaged.
- Use appropriate hand gestures to emphasize key points and express yourself effectively.
- Avoid crossing your arms, which can be perceived as defensive or closed-off.
- Maintain a comfortable distance from the camera, ensuring your upper body is clearly visible.
- Practice active listening by nodding, showing interest through your expressions, and providing appropriate responses.

Eye Contact

Making eye contact during a video interview can be challenging, but it is crucial for establishing a connection with the interviewer and conveying your engagement. Here are some tips to navigate the eye contact aspect of a video interview:

Look into the webcam: When you are speaking, make a conscious effort to look directly into the webcam rather than at your screen. This helps create the impression of making eye contact with the interviewer on the other end. While it may feel unnatural at first, practice and repetition will help you become more comfortable with maintaining eye contact through the webcam.

Since the interviewer can only see your upper body, your facial expressions and posture become even more important. Remember to smile genuinely and sit up straight throughout the interview. These non-verbal cues will convey your positive attitude and professionalism, even though the interviewer cannot see your full body language.

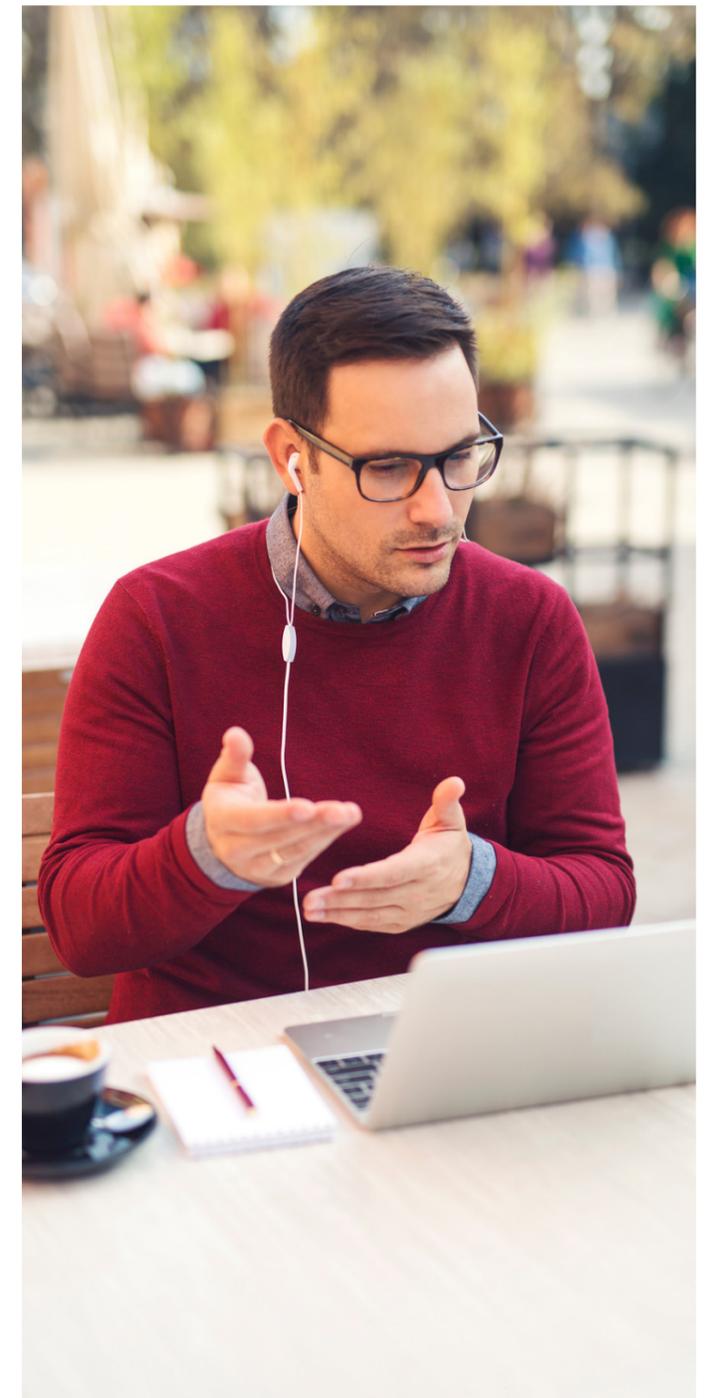
Hand Gestures

Using hand gestures while speaking can enhance your communication and make you appear more confident and articulate.

Just like teachers or politicians, using hand gestures can help you emphasise important points and make your explanations more engaging. It adds visual interest to your speech and helps draw attention to specific information or ideas.

Research suggests that gesturing while speaking can actually help you form clearer thoughts and express your ideas more coherently. The physical movement of your hands can assist in organizing your thoughts and conveying your message effectively.

It's important to maintain balance and avoid excessive or distracting hand movements. Be mindful of your gestures and ensure they enhance your communication rather than detracting from it. Also, avoid fidgeting with your fingers when the interviewer is speaking, as it can be distracting and may indicate nervousness or lack of focus.



Speech

During an interview, your speech plays a crucial role in conveying your knowledge, thought process, and communication skills. Strike the right balance between demonstrating your expertise and maintaining clear and articulate speech.

Many candidates tend to speak rapidly in an attempt to showcase their knowledge or impress the interviewer. However, speaking at a million miles an hour can make it difficult for the interviewer to follow your thoughts and may give the impression of nervousness or a lack of clarity. Instead, focus on speaking at a moderate pace, allowing your words to be easily understood and absorbed by the listener.



Articulation is key to effective communication. Rather than rushing through your answers, take your time to articulate your thoughts clearly and coherently. This means enunciating your words, pausing appropriately, and structuring your responses in a well-organised manner. By doing so, you demonstrate that you can communicate complex ideas effectively.

Don't be afraid to take a moment or two to collect your thoughts before responding to a question. This brief pause allows you to gather your ideas, formulate a well-structured response, and deliver it in a confident manner. It also shows the interviewer that you are thoughtful and composed, rather than simply blurting out a rapid response.

When answering interview questions, focus on providing a clearly structured response rather

than overwhelming the interviewer with an overload of information. Take the time to listen carefully to the question, identify its key components, and then provide a well-thought-out and concise answer. This demonstrates your ability to think critically and communicate effectively.

Taking slight pauses and speaking at a steady pace not only enhances articulation but also conveys confidence and control. It shows that you are composed, thoughtful, and deliberate in your responses, which can make a positive impression on the interviewer.

Remember, quality trumps quantity when it comes to your speech in an interview. Taking your time, structuring your answers, and delivering them with clarity and confidence will leave a lasting impression on the interviewer.





Video Interview Handbook | 2023

This guide is copyright of Servisource. All rights reserved.