Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

Top Tips for Selection Committee Participating in Video Interviews

Guide to Video Interviewing

Welcome to your 'Top Tips for Selection Committee Participating in Video Interviews'.

It is designed to offer practical tips to prepare and run professional video interviews to set both the candidate and the Selection Committee up for success.

The content is designed for anyone who is participating as a Selection Committee member.

It also shares 'quick tips' and 'watch outs' for the essential advance preparations needed for video interviews, including the roles and accountabilities of the Selection Committee, the virtual communication protocols and engaging effectively with the technology to deliver the best candidate experience.

It is not intended to provide a comprehensive introduction to interviewing in Trinity College Dublin but to complement the existing policies and procedures. This document should not be relied on in isolation which is why the following assumptions are being made.

For the purpose of Video Interviews in Trinity Zoom Technology will be used.

Assumptions

- ☐ [Zoom Technology](#) is accessible to all individuals participating in the selection process
- ☐ Relevant [Recruitment Policies](#), [Data Protection Policies](#), [Remote Working Policies](#) and [IT Security Policies](#), are adhered to when using this technology
- ☐ All Selection Committee members have completed [Living Equality And Diversity (LEAD) training](#)
- ☐ All Selection Committee members have read the interview packs and understand their role
- ☐ The Hiring Lead is collaborating with the HR Recruitment consultative expertise
- ☐ Any conflict of interest is addressed prior to commencement of the virtual selection process
- ☐ No interview is being recorded
- ☐ Absolute confidentiality and discretion are always strictly maintained, before, during and after the selection process

Practical Video Interviewing Tips

Recognising that interviews can be stressful 'life experiences', as representatives of Trinity, we must treat the candidate in a professional and warm manner at all times. Our guiding principle is to treat people as they would like to be treated.

Video environments can bring a whole host of additional anxieties to candidates in the selection process. Essentially the candidate is challenged with building rapport and demonstrating their competence whilst talking to a screen. To support the candidate to be the best they can be, and optimise their overall experience the following communication protocols and guidelines should be followed:

Communication Protocols within a Video Interview

- ☐ **Smile and welcome the candidate**: Remember to smile, speak clearly and introduce the Selection Committee to the Candidate using full name and title

- ☐ **Ensure no background noise:** Mute your microphone as directed by the 'Chair'

  - o **Note**: There is a 'Mute All' option for the Meeting Host. Participants can hold the spacebar should they need to speak. Releasing the spacebar when finished speaking will return you to mute

- ☐ **Outline to the candidate how the Selection Committee will communicate during the interview:** The Selection Committee will only speak to the candidate via the 'Chair'

- ☐ **Think about visible 'active listening signals':** Nod, smile and keep eye contact with candidates

- ☐ **Self-monitor non-verbal communications:** Monitor unconscious reactions that could be perceived to be rude or disrespectful e.g. eye rolling, wincing, audible sighing, walking out of video shot

- ☐ **Pause after speaking:** Wait a moment after a candidate finishes their response to account for any lag time due to slow internet speeds. This way, you won't cut them off if they still have more to share

- ☐ **Be mindful not to participate in verbal exchanges between interviews**: Ensure a candidate has fully logged out of the interview and can no longer hear or see the proceedings

Tips for Positive Personal Impact

- ☐ **Create a professional setting**: Ensure background visuals and noise will not cause any unnecessary distractions. Headphones can be a very useful tool to block out ambient noise

- ☐ **Be present:** Turn off all other screen alerts or other technology distractions (email, texting, silence phones)

- ☐ **Place the camera at eye level:** Try to keep yourself centred within the visual screen and align your eye contact with the video camera

- ☐ **Check your lighting:** Make sure you are adequately lit and there are no shadows on your face

- ☐ **Introduce yourself before you speak:** On first participation within the interview, identify yourself by name to the candidate

- ☐ **Minimise unconscious physical movements**: They can distract a candidate and cause them to lose their train of thought e.g. distracting hand movements, tapping, drinking, eating

- ☐ **Hydrate:** Set out a glass or bottle of water for yourself out of the camera view

- ☐ **Scheduling and participating in multiple interviews:** Allow a ten minute break in between interviews to reenergise and focus on the next candidate

  - o If you have a full day of video interviews, there is lots of useful information on working remotely on [Trinity's Staying Healthy while working from home](#) webpage

Introducing the Role of Meeting Host

For video interviews, there will be a new role for a 'Meeting Host'. The Chair can choose to act as the Meeting Host or delegate it to another Selection Committee member, provided they are sufficiently familiar with the Zoom technology. They are required to ensure everyone is set up for success both in advance of and during the interview in the following ways.

We recommend two distinct roles of Meeting Host and Chair.

Selection Committee Pre-Interview Technology Checklist

☐ Ensure all the Selection Committee attend the Technology Trial Run

☐ [Download the Zoom application](#) ahead of the interview

☐ [Test that your speaker and microphone are working](#)

☐ Ensure you have good internet connection

☐ Familiarise yourself with how to engage with the functionality available to signal your participation via the Chair e.g. [how to raise your 'virtual hand'](#), messaging Selection Committee

☐ To enhance your skills with Zoom, you may be interested in watching Zoom's 10 minute video on the various [meeting controls](#)

Pre-Interview Technology Trial Run

☐ **Practice how the interview will flow**: Generally, the Chair will explain the flow of the interview proceedings. In a video interview, the critical elements for all to understand is to ensure professional exchanges are:

- o **Muting**: The Meeting Host will monitor that only one microphone is unmuted at a time
- o **Question protocols**: Agree how to indicate you want to ask a question: 'hand raising' video symbol vs messaging Selection Committee
- o **Virtual waiting room:** The candidates will wait in a virtual waiting room. The Meeting Host will control their entrance and monitor their exit from the interview room before bringing in the next candidate
- o **Spotlight the candidate:** Keep the candidate as the central focus of your screen and not the speaker or gallery view which can be distracting
- o **Microphone access:** Ensure every Selection Committee member is on their own computer and has access to their own microphone
- o **Communication rehearsal:** Each Selection Committee members tests that they would like to ask a question using the 'hand raising' video symbol
- o **Agree on the background** *(optional)***:** Decide if the Selection Committee will be working with a virtual or real background

Meeting Host Accountabilities during the Interview

☐ Rectify any technical difficulties experience by either candidate or Selection Committee as needed to keep the interview moving

☐ Monitor all are dialled-in and that voice and camera connections are working on their individual computers

☐ Ensure only one microphone is unmuted at a time in line with agreed communication protocols

☐ Act as gatekeeper to the virtual 'waiting room' and manage the candidate entry and exit to the video link. In exiting, the Meeting Host can wait for the Candidate to log off or use the 'Remove' function within the Participant tab

Running a Successful Video Interview

- ☐ Pre-interview discussion
- ☐ Start of interview
- ☐ During the interview
- ☐ End of interview
- ☐ Post interview

Sample Choreography for A Video Interview

Pre-Interview Discussion with Selection Committee

Who	What	When
Meeting Host (Note: This may be the "Meeting Host"; the Chair or a nominated member of the Selection Committee)	**Open the Video Link:** ☐ Introduce themselves and their purpose ☐ Explains the technology that is being used ☐ How they can be of help if any difficulties encountered. **Goes through virtual Protocols:** ☐ All microphones to be muted when not speaking as part of interview; ☐ Wait to be called by Chair before speaking; etc.	15-30 minutes prior to start of interview (Depending on size of Selection Committee; role being recruited; experience of Selection Committee members in video interviewing; etc.)
Meeting Host	☐ Ensure that all Selection Committee members (including External Assessors) are dialled-in; that their voice & camera connections are working.	Time allowed for Selection Committee preparation & discussion

Start of Interview

Who	What	When
Meeting Host	☐ Invites first candidate in from 'waiting room'	When advised by Chair that the pre-interview discussion has been completed and the Section Committee is ready to meet the first candidate
Chair	☐ Introduction of Chair and welcomes the candidate; Gives an overview of what the interview process will entail and the format it will follow	Following the introduction from the Meeting Host
Chair	☐ Introduces each member of the Selection Committee (individual members will NOT introduce themselves until it is their turn to ask a question)	
Chair	☐ Explain to the candidate the approach to the interview (single screen; interviewer introduction & questions; clarification questions; interviewee final statement; next steps)	
Chair	☐ Explain that each member of the Selection Committee will be invited to ask questions in turn by the Chair	

Conducting Interview(s)

Who	What	When
Selection Committee member (as introduced by Chair)	☐ Selection Committee member asks questions; candidate responds	Agree on running order, e.g.: ☐ External Assessor ☐ Human Resources Representative ☐ Faculty Dean ☐ Head of School ☐ Discipline Lead

Who	What	When
Chair	☐ Once each Selection Committee member has asked their questions; the Chair will invite the candidate to ask any of their questions	

End of Interviews

Who	What	When
Chair	☐ Candidate will be thanked and asked to dial-out of the video conference	Upon completion of interview
Meeting Host	☐ Ensure Candidate 1 has left the video conference; invites candidate 2 from 'waiting room' into the interview and repeat the choreography above, mindful of generating a consistent experience for all candidates	
Subsequent Interview(s) Commence	☐ Repeat for subsequent interviews **Note:** Discussion between Selection Committee members is only at beginning of process	Interviews run consecutively

Post-Interviews

Who	What	When
Selection Committee (All members)	☐ Discussion and decision-making follows (30 mins) ☐ Ensure nomination form is documented and notes are complete	
Meeting Host	☐ Closes the Video Link	