



New to online interviewing? 6 tips to interview the right candidate



During this crisis, we are all coming up with new ways of working every day. Trying to keep the business on track for the future and the wheels turning.

For us, the hiring process does not stop! Many of our teams have been working as 'virtual' interviewers for many years – this is how we cover the globe – online interviews are not new to us. Now of course, more and more companies are turning to this method and also thinking about ways to do 'virtual' on-boarding of staff.

Here are some tips that can help you if you are new to interviewing and how to get the process to work well for you.

 **Practice:** It is not easy to start virtual interviewing if you haven't done it before! Many of us have done phone interviews, but being visible to your candidates is different. You need to take the same approach as you would for an in-person meeting. A good way to practice can be to 'phone a friend'. Meeting this approach can help you practice your style and also check that the technology works. Also practice recording the interview, if it is needed.

 **Set the Scene:** Make sure you are sitting in a work-like environment and encourage the rest of the household to be quiet if possible, so that your concentration is not drawn away. Dress appropriately and make sure you remain professional in your approach to candidates. Even when working from home, you are representing the company and in a candidate driven market, it is equally important that they are as happy with you as you are with them.

 **Body Language:** Make sure you show active listening and open body language to the candidate. This will relax them and hopefully encourage them to talk naturally and openly.

 **Flexibility:** Candidates sometimes prefer to be able to have interviews outside of working hours. The current working from home restrictions makes this more convenient, now more than ever. Make the most of working flexibly to accommodate the interviewing that is needed. Just remember to tell your boss why you are not showing 'on-line' during this period!

 **Questions & Answers:** Be prepared with your questions as you would for an internal meeting. Remember to tell the interviewee you are either note taking or recording the interview.

 **Security:** Take adequate precautions when using the various available video calling tools, to be sure that you are protecting yourself and the company. Look at the settings and advice/check arrangements with your IT department prior to using any commercially available tool.

I think we will see many people continuing to work from home after this is over. Technology is a great enabler that allows us to continue with our daily work during such an unprecedented time.



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Debbie joined CROMSOURCE in 2016 as Global Head of the CROMSOURCE flexible resourcing team - TalentSource Life Sciences Department, leading a large team of business managers and recruiters throughout Europe and the Americas. She has worked in the pharmaceutical industry since 1992, with prior roles within the management team of the FSP Department at one of the top 5 CROs, as Head of Insourcing and also has experience within a niche biometrics CRO, as Marketing and Business Development Manager.

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