# Video Conferencing and Telephone Interviews

Because of social distancing you may be asked to conduct a virtual interview for a new job via a videoconferencing link or by telephone. You may be required to join the interview via a platform such as Skype, Microsoft Teams or WebEx.

These interviews should be treated in the same manner as a face to face interview would be, and the same etiquette will still apply. However, the difference is that you will be conducting the interview from your home. Despite being interviewed at home, it is important to remember that the Employer is always assessing you for your suitability for the potential job role.

We have created a checklist of what you need to do to prepare yourself for the interview.

### 1.Invitation to Interview

The invite to interview may come in the form of a letter, telephone call or email. The letter will advise you that you have been selected for interview and provide you with the details of the interview, such as the time and date. As the interview is being carried out remotely, the employer will need to confirm how they will contact you. It may be by telephone; therefore, they will require a contact telephone number for you. If the employer is going to conduct the interview via a Video Call, they will email you a calendar invitation, this will include the day and time of the interview and which video platform that they wish to use for example, Microsoft Teams, Skype, WebEx, etc. Remember to confirm your attendance and the best form of communication for you.

### 2.Technology

You will need to ensure that you have access to a supported device with a functional camera and microphone such as a computer, tablet, laptop or mobile phone. You will need to check the functionality of these devices.

#### 2.1 Technology Checklist:

* Do the camera, microphone work?
* Have you got Internet connection and how reliable is it?
* Have you got access to the platform that the employer would like to interview you by and is it accessible?
* Are you able to download this?
* If not, can someone assist you with this?

The following link provides more information on how to make conferencing platforms more accessible.

**https://support.skype.com/en/faq/FA12371/what-accessibility-features-are-available-for-skype**

It is important to remember that a phone can be used as an alternative to video conferencing using a computer or tablet. It is also important to remember that this can be considered as a Reasonable Adjustment.

You can access further information on Video Conferencing in our factsheet ‘What is Video Calling’, which provides more hints and tips on this: **https://www.rnib.org.uk/practical-help/technology/resource-hub/guides-staying-in-touch/video-calling**.

There is more information on Apps on our website: **https://www.rnib.org.uk/sight-loss-advice/technology-and-useful-products/technology-resource-hub-latest-facts-tips-and-guides/assistant-apps**.

If you do require further support or help with this, you can contact our Technology for Life Team. They can be accessed via the RNIB Helpline on **0303 123 9999** or you can email them directly **tfl@rnib.org.uk**.

### 3. Preparation for Interview

#### 3.1 Preparation Checklist:

* Find a quiet space, where you will not be interrupted.
* Alert people you live with of the interview and ask them to keep noise to a minimum throughout.
* Ensure there is no background noise such as the television or radio.
* Think about the equipment that you will need.
* Think about the layout of the room.
* Do you need a table to put a laptop on?
* Have you got a comfortable chair to sit on?
* What is the lighting like for you in that room?
* If you need to carry out any tests at interview, how will this be done?
* Have you gone through a practice run of the interview? You can ask a friend to help you with this, to make sure that you have the right connections and apps.
* To ensure that you appear in the centre of the screen during the interview, you might want to consider putting a tactile mark next to the camera.
* You may also wish to contact the employer and ask them if you can have a practice run the day before the interview. This will be to ensure that you are able to connect to the interview via the means of platform that you are using.
* Who will be interviewing you and what is their job role?
* How many people will be on the interview panel and what are their names job roles?
* Have you got the details to join the call and their contact number should anything go wrong?
* Has the employer got the correct contact number to call you?
* Have you got good signal?

### 4. Equipment

#### 4.1 Equipment Checklist:

* Have you charged your phone and laptop?
* Keep your charger for your phone and laptop with you
* How will you take notes during the interview? Voice recorder, laptop, phone?
* If you do use your phone as note taker put it on silent.
* Also check if the employer is happy for you to take notes.

### 5.The Interview

The interview should be treated in the same way as if you were attending in person. Interview etiquette always needs to be followed and both parties should address each other in a professional manner. For more information on interviews please see our factsheet on Interviews and Tests: **https://www.rnib.org.uk/information-everyday-living-work-and-employment-looking-work/interviews-and-tests**

### 6. Dress Code

Think about the way that you dress for the interview. Being at home is not an excuse not to make the same effort as if you were attending in person.

#### 6.1 Dress Code Checklist

* Prepare your outfit the day before so that you know you have everything to hand.
* Dressing smartly will help you get into the right mindset for the interview.
* Remember to make a good first impression

### 7 Interview Room

Make sure your interview room is set up prior to interview

#### 7.1 Interview Room Checklist:

* Have you got a table to put your laptop or phone on?
* Have you got a comfortable chair?
* Is the lighting right for you?
* Think about your background, make sure that this is clear and tidy.
* Think about any posters or artwork in the background. Is this appropriate to an interview setting. Does it reflect well on you?

### 8. Joining the call

Be aware of time keeping. You may not have to travel but it is advisable to be ready for the call early but remember you may not be able to access the call until the host arrives.

#### 8.1 Joining instructions checklist:

* Have you got the link to the meeting?
* Check the time of the interview
* Note the names of the interviewers before you call in
* Have a telephone contact number for the employer to hand to avoid stress, if you do lose connection.

### 9. Body Language

It is important to think about your posture. If you are slumped in a chair it doesn't project positivity and you will not be able to project your voice.

Don't forget that you are on camera and they can see your facial expressions and body language. Smile and be upbeat!

### 10. Concluding the Interview

#### 10.1 Questions

If you have any further questions it is advisable to wait until the end of the call to ask these. Ensure that you have these noted in an accessible format and that they are clear and concise.

#### 10.2 Ending the Call

Once you have asked any questions you may have and the call is ending, thank the employer for their time and allow a few seconds before you end the call.

#### 10.3 Good Luck

You have got this far and secured the interview, so the employer is obviously impressed by your skills and experience. Don’t let being interviewed at home deter you, see this as a positive. You have more time to prepare, you are creating a setting that is suitable to your needs and it should create a more comfortable environment.

If you would like to know more, please contact our Helpline on **0303 123 9999** or **helpline@rnib.org.uk**.