



# WebEx | Virtual Interview Process for Managers

Human Resources and the Office of Talent Management - Learning & Development have created recommended guidelines for conducting virtual interviews via WebEx. Safety is always our first consideration for employees and internal - external customers—to include candidates. When face-to-face interviews are not the best option for screening and final selection of candidates, we recommend virtual interviews.

**Virtual interviewing is a timely and efficient method to ensure the hiring process continues promptly with tools you might need to continue a successful selection process.** Hiring “smart” is critical to the long-term success of any organization and to that end, the HR and Talent Management teams present a recommended process for conducting candidate interviews beginning with phone screening to final interviews.

## Suggested Steps for Conducting Successful Virtual Interviews

### ★ Review Candidate Resumes and Supporting Documentation

Thoroughly review resumes, first round interview questions, and other supporting documents to evaluate the candidates background against current job requirements to determine candidates to move forward to the phone screening process.

### ★ Conduct Telephone Pre-Screens to Narrow Candidate Pool

Telephone pre-screens are an optional method for narrowing large candidate pools. A phone screen is a short and preliminary, but focused and intentional, conversation to ensure candidates meet knowledge and experience and skill requirements as well as provide opportunity for clarification regarding outstanding questions about resumes, portfolios, previous work, etc.

Phone Screening Tips:

- Review the ideal and current job description for the position.
- Prepare a list of interview questions and questions where you need further clarification from review of resume and documentation.
  - There may be a need to probe further based on candidate responses.
- A typical phone screen is an average of 30 minutes or less and conducted by 1-2 individuals



### ★ Preparing for and Conducting Virtual WebEx Interviews:

- Confirm your interview panel – the panel should be consistent for each candidate. (Minimize number of panel participants to ensure a manageable process.)
- Consult with candidate to determine an appropriate date and time of the WebEx interview and discuss additional needs and requests (e.g. assessments, writing samples, demonstrations, etc.)
- Provide the candidate name of the individual sending the WebEx interview details.
- Work with the designated individual in your division who manages the WebEx process for scheduling
- Communicate WebEx process for final interview to the candidate and ensure to list names and titles of panel.
- Develop second round or final competency-based interview questions.
- A typical interview is scheduled for one hour. (If an additional interview is required, please follow the outlined virtual interview process.)

### ★ Virtual WebEx Interview Process Tips:

- Panelists should join WebEx 15 minutes prior to start of interview to verify connectivity and determine which panelist will ask specific questions
- Once interview begins, greet the candidate and introduce panelists.
- Mute panelist(s) when not asking questions
- After interview completion, explain next steps in the process to the candidate.
- Schedule at least 30 minutes following the interview for a panel debrief to review candidate.
- Using all the feedback from the debrief compare observations to identify the candidate best meeting the position needs.

***\*Candidate WebEx instructions attached. \*If accommodations are required, inform the hiring manager along with Human Resources.***

As a reminder, adequate planning and organization are required to create a favorable candidate experience. We recognize that the experience of the candidate impacts our regional reputation and ongoing ability to attract the best talent.

**Note: You may amend or expand this process as necessary to ensure you have extraordinary hiring outcomes.**