

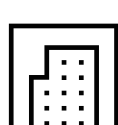


“Can you hear me?” The new face-to-face greeting amid COVID-19 pandemic

Virtual interviews and remote employee onboarding have been on the rise over the past decade, but as the COVID-19 pandemic plants its roots deeper into our everyday work life, we can now appreciate the true value of embracing technology into our everyday hiring and onboarding practices, in a bid to maintain business continuity.

Though some companies have chosen to halt all hiring during these trying times, many others have seized the opportunity to put their adaptability and flexibility skills to the test – albeit with some noteworthy tweaks.

Here are some key tips to maintain a top notch candidate experience in the era of virtual talent acquisition:



Virtual Hiring & Onboarding Tips for Employers

- **Be open to tapping into remote talent:** Clearly, the employment market is transitioning, and the traditional office-based employee may no longer be the norm.
- **Invest in interviewing technology:** Carry out video interviewing through plain vanilla tools like Hangout or Skype, or invest in Virtual Interviewing Software to conduct these in a structured and scalable way. If needed, outsource to an expert Talent Acquisition team that already has these technological capabilities in place.
- **Remain transparent:** Unable to give candidates the warm in-person welcome that they have come to know, it becomes especially important to show them that their time and efforts are valued by keeping them informed throughout the recruitment journey.
- **Maintain normalcy:** Treat the virtual interview process with the same formality of an in-person one; dress professionally, find a suitable background, test your technical equipment in advance, and ensure to have your notes readily available.
- **Screen for remote working skills and resilience:** Focus on the candidates' ability to work in a remote environment and their resilience amid turbulent change. If the position entails people management responsibilities, focus on how the candidates see themselves as leaders in a remote environment.
- **Promote a culture of flexibility and trust:** If you have not already done so, take steady steps towards part or full remote employment. In doing so, remember that when it comes to flexible working practices, trust is not earned. If you trust a person enough that you hired them to join your company, you should also trust them to work remotely and flexibly, getting their work done when and as they prefer. Ensure your new recruits (and the rest of your employees) are treated like adults.
- **Make your new recruits feel “connected” from Day 1:** Prepare a remote onboarding programme to welcome your new recruits and swiftly familiarise them with your Company’s culture, values and norms. Adopt a “virtual buddy” system in order to cement a one-on-one personal connection. Organise several “get to know your team” video calls with immediate team members. And of course, arrange for a home delivery of pre-approved technical equipment such as a laptop, second screen and headset.



Virtual Hiring & Onboarding Tips for Candidates

- **Be prepared:** Do your homework just as you would for any other in-person interview, rehearsing your responses to key interview questions and preparing your own questions for the interviewer. Be prepared to share examples which demonstrate that you are “fit” and resilient for the ever-changing world of work.
- **Test your technologies beforehand:** Make sure your internet connection and video conferencing technologies are both working well prior to your virtual interview.
- **Dress appropriately:** Dressing for success is just as important for remote interviews; dress smartly and ensure your surroundings are tidy.
- **Be personable:** Behave as though the interviewer is sat right opposite you, granted with a screen separating you. Sit upright with your arms stretched in front of you rather than on your lap, and maintain eye contact with your interviewer through your camera lens.
- **Be yourself:** Remember that an interviewer’s key task is to determine whether you are a good fit for the Company’s culture - for the sake of all stakeholders involved. Ensure you are expressive when answering questions, allowing your true “vibe” to shine through your answers.
- **Be patient:** Remain professional and understanding of possible delays throughout the recruitment process. Just as virtual hiring may be a new concept to you, it may also be an adjustment for the employer.
- **Embrace new experiences:** Approach the virtual onboarding experience with an open and positive mind, considering

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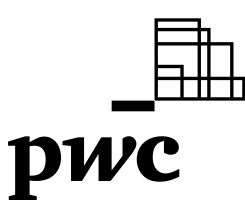
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