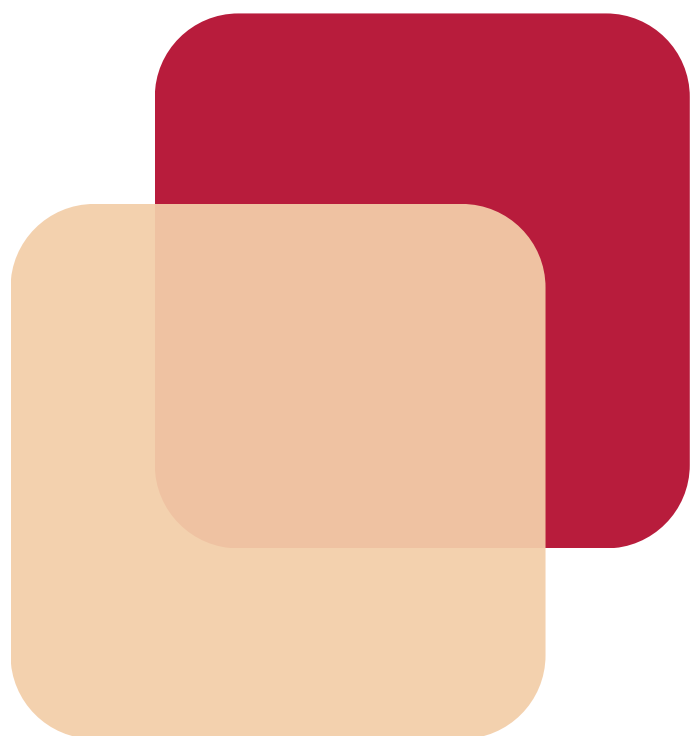




5 tips for ensuring a great candidate experience during selection interviews

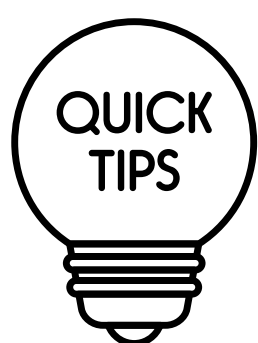
1. DEFINE THE INTERVIEW DURATION AND FINISH ON TIME



Communicate the expected interview duration to the candidate upfront and ensure the interview finishes within the given timeframe.

If the interview does not have a clear timeframe, or if it is prolonged and you expect the candidate to simply follow along, it can highly impact their overall perception of you as an employer.

It shows you do not respect their time and probably **do not value a good life-work balance** in the workplace. It also brings to question your **competence** and if you have well-thought processes and even experts on your team.



If, for a valid reason, you start the interview late but need your full designated time to cover all the interview topics – you can ask the candidate at the very start of the interview if they can finish that much later.

2. TELL THEM WHAT THEY CAN EXPECT IN THE INTERVIEW

We all want to see candidates prepared for the interview, **yet they can't do that without our input.**

You do not have to give explicit preparation instructions – candidates can figure that out (and you also want to see their thought process). However, you do need to tell them what they can expect so they can do their part.



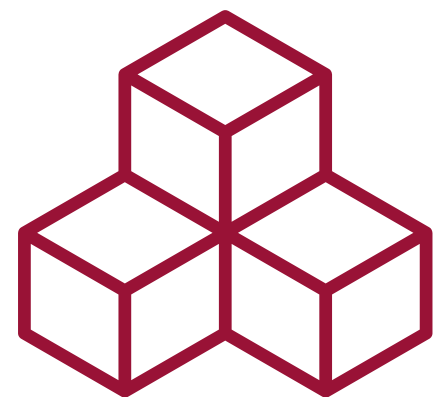
Who is going to interview them?

You don't need to mention names; **titles** are fine.

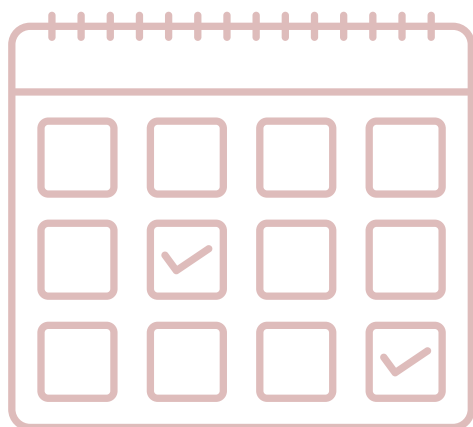
It helps candidates to understand how they will be evaluated and from what perspectives.

What is the basic interview structure?

Is it a general conversation with just HR, or will there also be an in-depth **expertise** discussion? Maybe there will be tasks and tests on the spot?



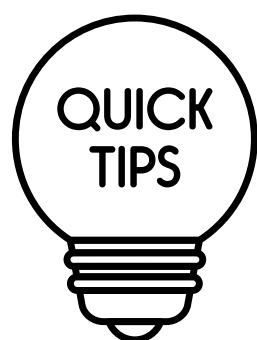
3. MAXIMIZE SCHEDULING FLEXIBILITY WITH A SCHEDULING SOFTWARE



Displaying all available appointments gives
the candidates maximum flexibility to
choose what really works best for them.

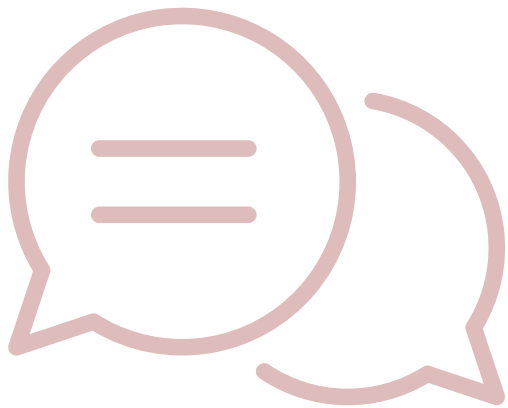
Candidates appreciate organizations where things are **optimized and simplified** to make their lives easier, especially using clever tools and software solutions.

Automating your scheduling also helps you by **saving time for redundant scheduling/rescheduling administration**. And your appointments also go straight to your and the participant's calendars.



If you automate your scheduling, you can still include all the relevant interview information in the invitation email.

4. LEAVE ENOUGH TIME FOR THE CANDIDATES' QUESTIONS



If the designated interview time is 5 pm – 6 pm, and at 5:57 pm you ask the candidate if they have any questions for you...
Do you actually care about their questions?

Strong candidates will ask about what is important to them.

And since the interview is a 2-way street, you need to be able to answer their questions and concerns appropriately.

We learn a lot about the candidate through their answers to our questions. But often, **we can find out even more through the questions they have for us.**

This is where you can openly discuss the details of candidates' expectations – what are their hidden concerns, expectations, and desires from a workplace? What level of flexibility do you provide or expect? What management style does a person prefer? Use this opportunity to find your **match!**

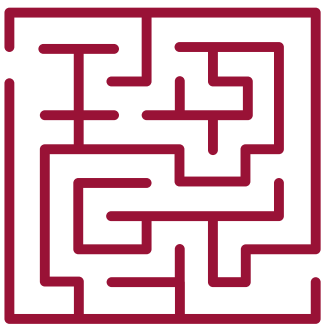
5. HELP WITH THE LOGISTICS

If you invite a friend over, you would probably tell them what building entrance you are at or where to park.

Why not treat your candidates the same way?

Yes, candidates should and can manage in space and time.

However, if you know of some difficulties with your location and can easily help, address it upfront and assist.



If your office building complex is complicated – include the information on the right entrance or a reception location.

If you are in a non-friendly parking area but know some secret spots, share it with your candidate.



Ensure that there is a clear point of contact in your email communication. If a candidate gets lost or is running late – allow them to give you a heads-up.