

## Tips for making Skype interviews a success

Interviews are, by nature, unpredictable. Each interview and situation is different, and rules that apply in one case might not apply in another. However, Skype interviews share certain challenges that are easily overcome just by knowing about them.

We hope these tips will help make your Skype interviews easier and more effective.

### Tip #1: Prep your environment

Aim to do the interviews in a quiet room of the house, with a door. And by "a door", we do mean "a closed door". If there are other people in the house, let them know you're going to be doing an interview so they don't barge in and end up having an unexpected starring role.

Take a quick look behind you before you start - what you see is what the webcam (and your interlocutor) will catch as well. If you're trying to present yourself as an organized, efficient person, a super cluttered background will not help you.

### Tip #2: Smile

You're trying to get as close to an in-person first impression as possible, so smile like you would in real life. Not much more (that could look awkward), but not less, either, or you'll look like a robot.

Basically, try to ignore the little red dot of your webcam, and act as you would if you were actually standing in front of the other person.

### Tip #3: Ask the right questions

Before the interview starts, make your list of the Top 5 questions you'd like answers to. This list can serve as a sort of cheat sheet to help you keep the interview on track.

It is often best to start with easy questions first, a "tell me a little about yourself" moment, to get a feeling for how easy it is to speak to this person, gauge potential language barriers between you, and really just see how they present themselves to the world.



Then, quickly move on to those questions and topics important to you. Make sure you do not let the interview finish without getting a real feeling as to whether or not this au pair/ nanny/ family could be a good fit for you.

#### **Tip #4: Remember it is a two-way interview**

Interviews between families and caregivers are two-way interviews, and rightly so, as the fit needs to be right on both ends for the relationship to be a success. In this context, both parties should be asking questions.

Virtual silences *can* be uncomfortable, but do not try to take on the job of filling them in yourself. If you are hearing your own voice too much, take a step back and let the other person speak for a bit.

Also, do not hold back, make sure you provide all the relevant information that you feel the other person will need to be able to understand your needs and wishes.

#### **Tip #5: Do not be afraid of open endings**

If the outcome of the interview is positive in your mind, our recommendation is to finish on an open note, to make sure you give the other person time to think through and evaluate their thoughts. You can suggest picking up the following day, for example, to give time for any additional questions that come up, and only then discuss next steps.