



TIPS FOR INTERVIEWERS

Identify a suitable environment

- Identify a private, quiet, well-lit space where you can complete the interview by yourself. The space should be free of potential distractions and where you can speak freely. To the extent possible, make sure you have control over the background noise (e.g. pets if interviewing from home)
- Make sure enough light is available (window, lamp, etc.) so the applicant can see you clearly.
- If you're doing the interview at night, make sure there's a lamp available that can light up your face.
- Consider the backdrop you will use during your interview, and try to keep it neat and free of distractions.
- Have an outlet nearby in case you need to plug in your device.

Practice using technology before conducting interviews

- Check your microphone and camera to make sure they're working well and that both are good quality.
- Check your internet speed. You can do this at [SpeedTest.net](https://www.speedtest.net). Sometimes switching from Wi-Fi to a wired ethernet connection improves your internet speed. If your home's internet connection is too slow, contact your program for advice on what to do if you have concerns about internet connectivity.
- Note how the camera and microphone are positioned so you can recreate a setup that works when you log in to the system to complete your actual interview.
- Make a trial call to someone you know to practice using the software program you will use for the interview and collect feedback on your audio and video.

Familiarize yourself with interview materials

- Review any documents relevant to how you will run the interview, including an interview script, possible or required interview questions, any competency definitions, or descriptions of rating scales.
- Take steps to effectively mitigate implicit bias
- Be sure the following materials are available to you:
 - Interview schedule & login information (if applicable).
 - Welcome script & interview questions.
 - Contact information for your school's technology support.
 - Applicant's contact information (as a backup option if you are disconnected).

Tips for setting up before the interview

Presentation:

- Dress as you would for an in-person interview.
- Have all relevant interview materials in front of you for easy reference.

Environment:

- Briefly scan your interview space to ensure that it is quiet and that your background is free of distractions.
- Ensure there are no sources of bright light directly behind you and that you have an outlet nearby in case you need to plug in your device.

Technology:

- Connect early (approximately 15 minutes) to double-check all technology and confirm that the microphone and camera are working properly. You should be looking directly at the video camera.
- Check all other programs on your device are shut down so no alerts, notifications, or other disruptions on your device interrupt the interview or distract you.
- Your device is fully charged, and you have a charger nearby.
- Have a backup plan in case the technology fails — make sure you have the applicant's phone number.
- Mute cell phone, pager and landline phones.

Create a comfortable atmosphere

Good video interviewing is an acquired skill and requires practice. Ensure that you are coming off as open, friendly, engaged – usual body language and visual cues that applicants rely on during the interview may be muted or less visible. Be more “over the top” than normal.

- Welcome the person in a friendly manner and confirm the applicant can both see and hear you.
- Introduce yourself, giving your name and title, and exchange phone numbers, in case technology fails.
- Acknowledge the unusual circumstance, and thank the applicant for being flexible. This may be the applicant's first virtual interview, and this simple acknowledgement may help them feel more comfortable. Be aware that virtual interviews come with a different set of challenges for candidates AND interviewers than a normal in-person interview. Increased nervousness, self-consciousness, technology issues can all play a factor.
- Remind the applicant how long the interview will take.

- If you plan to take notes during the interview, tell the applicant before you begin the interview. Explain that taking notes helps to ensure you remember responses accurately. You might also note that taking notes may limit your eye contact, but they should not interpret this as a lack of interest in their response.
- If you know that you might be interrupted during the interview by a call or urgent matter, tell the applicant about that possibility before you begin the interview.

Follow typical interview protocol

- Ask any required questions and/or optional questions if permitted and applicable.
- Avoid inappropriate questions that may be prohibited by law. These are questions about protected groups, like demographic information, family history, disabilities, military or criminal history, etc.
- Take notes, as necessary
- Applicants should be afforded an opportunity to ask questions at the end of the interview or provide clarity on their answers.

Close the interview

- Thank the applicant for their time and tell them about next steps, if appropriate.

Equity, Diversity, and Inclusion Considerations

“Being inclusive in resident recruitment can help institutions and programs to build a more diverse physician workforce. Increased diversity in physicians has been shown to address health care disparities and improve training.”

A Framework for Inclusive Graduate Medical Education Recruitment Strategies: Meeting the ACGME Standard for a Diverse and Inclusive Workforce - Gonzaga et al, Academic Medicine May 2020

- We request that you review the Queen's Human Rights and Equity Office's Unconscious Bias training [module](#). This should take about 30 minutes to complete.
- Familiarize yourself with the [PGME Applicant Selection Guidelines](#).

During the interview:

1. Add your preferred pronouns to your zoom name and ask at the beginning of the interview which pronouns the candidate prefers.
2. If you are unsure of the pronunciation of the candidate's name it is acceptable to ask them so that you don't mispronounce their name. It is not acceptable to say you are not going to try because their name is too hard to pronounce or unilaterally to decide to shorten their name.
3. If you are asking some ice-breaker questions at the beginning, let the candidate know they are questions to start the flow of the conversation and will not be part of the assessment. Do not use questions that are classist (e.g. what is your favorite vacation spot?). Let the candidate know when the assessed part of the interview is starting.
4. If asked about diversity in your program or at your home site be transparent and acknowledge if there is not diversity. You can point out that the University and Faculty of Health Sciences is aware of this and are actively working to address this and there are good supports in place for all learners. You could refer people to the resources below.
5. Do not judge the candidate's zoom background or if there is poor internet connectivity. Some candidates have no control over these.

Resources:

1. EDI office (<https://healthsci.queensu.ca/academics/edi#office>)
2. [PGME Applicant Selection Guidelines](#).
3. The Dean's Action Tables work on EDI (<https://healthsci.queensu.ca/academics/edi#about>)
4. Wellness office (<https://meds.queensu.ca/academics/postgraduate/prospective/wellness>)
5. Four Directions (<https://www.queensu.ca/fourdirections/home>)
6. Inclusive Queen's (<https://www.queensu.ca/inclusive/>)
7. Unconscious Bias training module (<https://www.queensu.ca/hreo/education/unconscious-bias>)

Feedback:

If you have any other ideas / suggestions about improving the interview process, please contact the Program Director or our [Office](#)



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