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Remote Hiring Cheat Sheet

If you're a company looking to hire for remote positions, this resource will help you better prepare for conducting your interview.

SOFT SKILLS

- **Emotional Intelligence:** having empathy and showing genuine interest in others
- **Self-Motivation:** sets small and large goals and has a record of completion
- **Self Discipline:** organized and able to tune out distractions and work responsibly without instruction
- **Communication:** being prompt to respond and comfortable with multiple forms of communication - email, text, phone, web conferencing and collaboration tools
- **Collaboration:** able to work together with other people with different personalities and work habits
- **Adaptability:** Being adaptable to a variety of tasks and work settings
- **Persistence:** a determination to continue despite obstacles

INTERVIEW QUESTIONS

Listen carefully to the answer to each question your candidate gives. Is it generic, do they answer promptly, do they sound genuine? Remember, the better the questions - the better the answers (and what you can derive about the candidate from them).

NOTE: Keep in mind that these are **add-on or modifying** questions to your current role specific questions.

Here are some good interview questions and the reasoning behind them:

1.) If you are hired, what do you want to work on?

This is somewhat of a trick question. They won't have enough information to answer authoritatively, but that's the point. A good remote worker will ask clarifying questions right away like "What are the team's priorities right now?" or "What projects are already in progress?"

Once they've got enough context to formulate an answer, look for candidates who get right to the point. This is key for effective, efficient remote work.

It's also important that remote workers communicate effectively via multiple mediums: email, chat, talking live, slide decks, etc. Make a point to incorporate several of these into the interview processes, so you get a holistic view of their communication skills and style.

2.) What are a few things that stood out to you about our firm?

What you are ascertaining here is how proactive the candidate was before meeting you. Did they take the initiative to research the firm or the position? As a manager, you have better things to do than keep tabs on remote workers and prod them into action all the time.

3.) Tell me about a time when you had to deal with a difficult situation involving a coworker.

When all interactions with coworkers are virtual–either voice, video, or written, it's easy to miss out on social cues like body language or tone of voice. Remote workers with high emotional intelligence are more successful in deciphering these cues and dealing with difficult situations when they arise. They're able to empathize and anticipate coworker concerns or moods and adapt their tactics accordingly.

4.) What concerns do you have about not being in an office environment?

Even the most introverted remote workers need social nourishment. You need to figure out how your candidate plans to get their fill. It's less important what their answer is than seeing that they've considered how working remote will affect them and have some idea what they'll do to adapt to the lack of social interaction.

In an office setting, people tacitly look out for each other ("Hey, you look really tired today– everything ok?"). Remote workers, on the other hand, have to be keenly self-aware and good at self-care or they risk burning out.

5.) What gets you excited the most about this role?
Effective remote workers are hyper-engaged in their work and understand its value. It's very difficult to instill a sense of purpose in employees while they are remote, so make sure your candidates are excited about their answer. Whatever their answer, make sure their sense of purpose and yours are in alignment as well.

6.) Tell me about an assignment when you had to make decisions when not all the information was provided.
Working on assignments from afar means being very intentional about coordinating and communicating with other team members. A good remote worker will consider all the different tasks or skills needed for the assignment and won't hesitate to get clarification immediately to make sure they continue down the right path.

EFFICIENCY AND WORKING AT HOME

Many hiring managers' biggest concerns when hiring for remote positions regard self-discipline and organization. Utilizing the interview questions like the ones listed above will help you filter out candidates who have the soft skill and traits that make for great remote workers assuming they are tech savvy enough…

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TECH SAVVINESS

Obviously, being able to use and grasp the basic functionality of remote technologies is very important and the minimum expectation. Since an IT department won't be next door or on the next floor, remote users that have a deeper grasp of all your office technology able to do some troubleshooting on their own will be more efficient and independent. Here are some things to look for:

- Ability to use cloud-based technologies (i.e. Google Drive, OneDrive)
- Willingness to use time saved from no commute and dedicate it to improving technology skills
- Understand what a VPN is, why it is important and how to use it
- Familiar with instant messaging tools (i.e. Skype, Microsoft Teams, Google Hangouts)
- Has reliable internet at home with sufficient bandwidth

Other considerations:
- Has a designated office space that is sufficient for team conference calls

For additional resources please visit www.avestaffing.com