

HR

Newsletter

April 2020

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SWITCHING TO VIDEO CONFERENCING INTERVIEW

What is the Advantages and Disadvantages?

by Shirley Kok



Technology advances every day, and more works and activities are absorbing to the digital world. The COVID-19 pandemic has eventually helped speed-up the digitalization process, where many companies globally have switched their traditional working method of a face-to-face meeting to video conferencing. This is no doubt why Zoom has become the most important App in the Business World overnight.

Job interviews are no exception, with the Movement Order Control (MCO) it is made compulsory for hiring companies to interview through video conferencing. There are various advantage and disadvantage of video conferencing interview to take note:

Advantages

Save Time and Cost

With or without the pandemic, this is surely the biggest advantage of conducting a video conference interview. Time and Cost are saved on traveling and hosting an interview venue, especially if the candidate is living in a different state or neighboring country

Convenient and Productivity Increase

Video conferencing interviews can be conducted anytime and anywhere, hence helps to increase productivity. Overall, the interview is shorter time and easily organize without any delays

More Interactive Communication

The communication could be more interactive and creative, where various options are available like file sharing, power-point presentation, interactive whiteboard can make the interview more interesting and understandable

CONTINUE...

Record and Re-Use

Video conferencing interviews can be recorded and distributed to stakeholders and hiring managers to evaluate, rather than just based on HR interview reports or go through a few rounds of the interview asking similar questions from different interviewers. It also helps you to record some examples of interviewing as a training platform to juniors

Disadvantage

Technical Problem

A successful video conferencing is always subject to if any technical maladies occur, like buffering, lost connections, line-drop, poor sound, and video quality, device issue, software issue and many more could happen unexpectedly. This is no wonder the most common phrase use on Skype is "hello, can you hear me"

Performance

The performance of the candidate may be affected just because he/she not comfortable speaking or doing an interview in front of the camera. Some may shy away and try to cut the conversation short and not providing details enough in answering questions. Worst case, if this added some technical faulty during the interview which causes the candidate even more panic

Difficult to Build Rapport

You miss creating a real relationship with the candidate, this also leads to hard in getting certain information from the candidate – especially trying to view into candidate mindset, capability, and behavior

Unable to show the Work and Office Environment

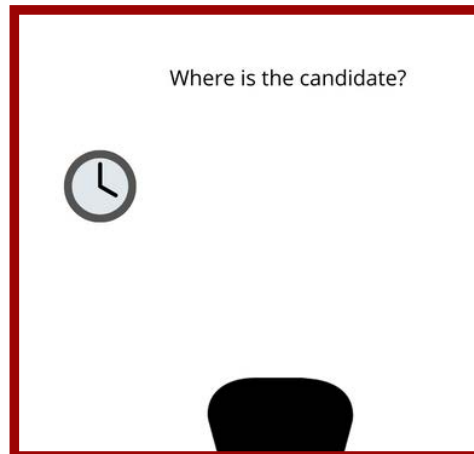
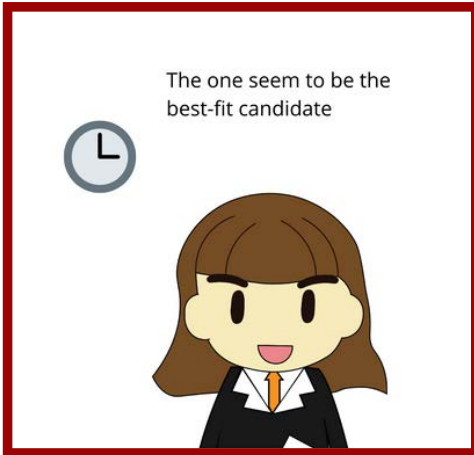
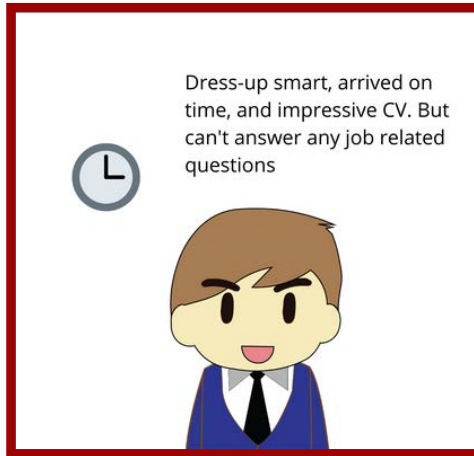
Whether there is MCO or not, video conferencing interview is hard to show to your potential hire on how is the office and work environment looks like. This may lead to the wrong impression of the company – subject what is found over the internet candidate use as a reference.

Video conferencing interview bring advantages and disadvantages, best to look into overcoming the disadvantage whenever possible. For instance, certain technical problems can be eliminated by running a trial test before the actual interview – test all the interview tools if functional and inform your family to free-up the internet at home while you do the interview would certainly help.

If you feel the candidate shall be doing better on the interview as he/she has an impressive CV, given another chance to reschedule another day and take the 1st round interview as a trial. A video interview has more challenges in knowing your potential hire in person, it is important to do an overview background check for the candidate – where it provides you with verified information on the CV and helps eliminate potential hiring negligent

COMIC SECTION

Types of Candidates you encounter during Interview



THE NEW WORLD OF LEARNING & DEVELOPMENT INDUSTRY – MOBILE LEARNING

Angel Tan, Managing Director

What is Mobile Learning?

“Mobile learning, also known as mLearning, is defined as the need and ability to learn through virtual media, such as personal electronic gadgets, social interactions, and content.” -

<https://raccoongang.com/>

Today, some of us called it Online Learning, or Distance Learning. The medium of Mobile Learning including your mobile phone, laptops, personal computer and tablet.



1st Experience in e-Cornell

7 years ago, it was 1st time in my life which I have experienced the Online Learning. I still remember, it is not easy to get the chance to participant the course, and the price is around USD200 per course. I have been working with Shangri-La Hotels during that time, and the seat is only open to management level. I am the lucky one and get a seat for a session.

The platform that we have been using is e-Cornell, the online platform from Cornell University. The learning method including Videos, group discussion in the chatroom (only typing, no talking), and also assignment which required to write a few hundred words of essay. The course took about 2 weeks, and the Certificate of Attendance has been given upon completion of the course requirement.

Free Online Courses by edx and ALISON

4 years ago, when I was building the e-learning center for Park Rotana Hotel, I have found another two platforms, which are edx (<https://www.edx.org/>) and ALISON (<https://alison.com/>). Both of this website offered a wide ranges of free courses including given a Diploma certification. This is definitely a good news for those people who has financial difficulty and limited free time yet wanted to further their study.

I have taken 2 courses by using both platform, the learning method is watching the pre-record video from the lecturers/trainers, and reading of the course materials. The experience was surprisingly great, however, the only thing that you need to put in your mind while doing mobile learning is discipline, as the time and location is flexible, sometime you might easily drop the study because of other external interruptions.

Online Learning Trends

“Online learning has grown significantly on a global scale over the past few years. The flexibility offered by online learning makes it increasingly popular among companies and individuals alike. We are witnessing the same trend in Malaysia.” – HRDF, Implementation Guideline for Online Learning.

Online Learning is getting popular today especially relevant in view of current situation in many countries around the world including Malaysia where social distancing, movement restriction control and isolation are required due to the Covid 19 pandemic.



As a training provider, we are starting to look for the way to deliver training programs during this period. Online courses are getting popular now. Comparing with the 3 platforms which I have shared earlier, the technology today has been improved and we are able to do an online courses with direct two ways communication, the trainers are able to speak with the participants instantly during the training session in spite that everyone is in the different part of the world.

The applications below are quite popular which we are using now for online courses:

1) **FB Live** - This is the simplest way to use, as long as you have a FB account, a mobile phone with internet access, you may start to conduct a training. It is free of charge, but your audience only able to type in their message while they wish to communicate with the host.

2) **ZOOM Video Communication** - This is so far the most popular tools that we are using for online classroom and business meeting. The best thing about Zoom is all participant in the chat room can talk to each other and see each other at the same time. The basic version is free of charge with limited time of 40 minutes. For those who are using the application in the long term, you may consider to purchase the package starting from USD14.99 per month.

3) **DingTalk** - The chatroom in the application can do video conferencing. It is suitable for a company or department to do an internal training for their colleagues. This application is develop by Alibaba, and it is very popular in China, especially for a big corporate for their internal communication. The video conferencing function is free of charge.

So, have you tried out any of the online courses during the MCO period?

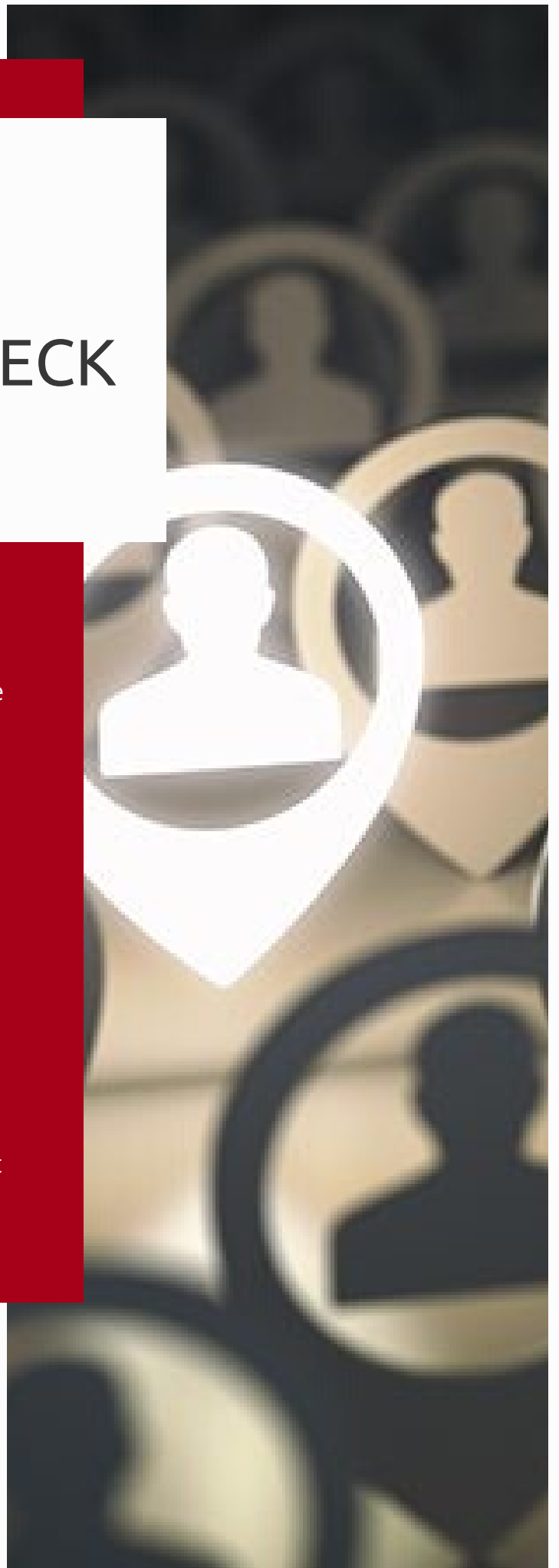
Give it a try, I am sure you will find it interesting!

HIRING BIAS VS EMPLOYMENT BACKGROUND CHECK

by Johnny Chan

Every HR hires based on qualifications and working experience of each job seeker. However, there are some factors that many are not aware of during the interview that affects hiring decisions. These "hidden" bias may cause the company to miss out on a candidate.

For example, people tend to hire a prospective employee based on attractiveness or people with similar interests with them. A job seeker that is more charismatic or have a way to express themselves better stand a higher chance at securing a job. Being recommended by an employee from the same company may influence the hiring decision of HR simply because some employee can vouch for them. These are some examples of "hidden" bias that HR may encounter during the hiring process.



The following are some ways that Employment Background Checks can reduce hiring bias:

Facts based Hiring

Information provided by the candidate should be verified true and accurate, not taking it with a grain of salt. More often we hire an employee because of how well they can present themselves and answer interview questions perfectly. This can mislead HR into missing out the candidate who is more qualified in terms of experience and qualifications.

Involve a 3rd party Background Screener

There will be a possibility of unintentional bias if the person conducting the background screening is from the same company. Favouritism can still play a role during the screening process and cause unfair hiring. This can be eliminated by engaging a 3rd party background screening company as they act in the best interest of the company. All candidates are neutral in the eye of a 3rd party and ensure that all candidates are screened objectively.

Not a filtering tool

Employment Background Check is a tool to provide companies with verified information and informed risks before hiring a candidate. It helps HR to understand a candidate better and manage the prospective employee better. It is a tool to allow companies to look at the candidate and evaluate them objectively, after going through an interview to avoid any misjudgements.



Employment Check vs Reference Check

Employment Check

To verify discrepancies in employment background such as job title, last drawn salary, work conduct / attitude, brief job scope about the position held, employment gaps, and the reason for leaving whether it is voluntary / involuntary resignation

Employer wants to verify whether the candidate have worked in a particular company and for official HR records

HR department of the previous company

Official records of previous employees are kept by HR department

Reference Check

A comprehensive performance feedback by immediate superior. Usually needed for higher role or a more specific job role that requires stringent vetting of candidate's work experience and knowledge

Employer wants to get a good idea of the performance level of the candidate and gauge the suitability to take up the job

Previous supervisor, manager or department head

They are the immediate superior of the candidate and would have the best knowledge regarding the candidate's work performance and behaviour





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