



## Etiquette for conducting board interviews

A quick guide on how to approach online CITA review boards and follow good etiquette before, during and after the interview.

Before the review:

- We continue to learn and improve this document; suggestions are always welcomed.
- Please test all aspects of the Skype for Business meeting software prior including:
  - Audio (a headset is highly recommended)
  - Video (a cable Ethernet connection, not wi-fi, is highly recommended)
- For the longer CITA-P board, you will receive three invitations from lasa with Skype for Business details. Please accept and confirm all three sessions. As this is the lasa tenant you may be guest attendees. The moderator owns the meeting and can adjust your permissions (and mute you!) as needed.
- The candidate's documents will be in the SharePoint folder at least 3-5 days in advance
- Best practice is to complete your preparatory reading at least the day before and prepare a list of areas and topics to probe on
- **NEW!** We use a shared OneNote for board members to communicate with each other so make your notes in the shared Board Review OneNote, so the other reviewers can also see what you will be focused on; this avoids repetition.

On the day:

- Please join the meeting early; the moderator will open the call 15 minutes prior to the interview time so you can ensure your technology is working and chat with your board co-members.
- The moderator will start the meeting, announce that the meeting has begun and that it will be recorded. They will welcome the applicant and put them at ease.
- The candidate will be able to see the board members in the participant video gallery. Please ensure your video is on and focus on the presentation as you would if you were present in the room. Business casual is still recommended to reflect the professionalism of lasa.
- If at any time, the network performance or application reliability is such that it adversely impacts the Skype for Business call or you are concerned that the applicant has not had sufficient opportunity to present their evidence or answer questions then we will offer the option to cancel the interview and propose that a second interview be arranged. We also respect the right of the candidate to request termination of the Board at any time due to network performance issues or other issues.
- For online board interviews, the candidate and the board members may all be in various locations. The chat window can be used as this is visible to the candidate, but back channel conversations are discouraged although limited conferring, during the break, may avoid repetitious questions.



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- If you are typing during the session, we suggest you mute yourself in case the noise interferes; S4B has click-muting audio suppression but just to be on the safe side...

<p>The schedule for CITA-S is a one-hour review board session:</p> <ul style="list-style-type: none"> <li>• 30 minutes presentation given by candidate</li> <li>• 15 minutes Q&amp;A Session on the documentation provided and presentation</li> <li>• Further 15 minutes final Q&amp;A session</li> </ul>	<p>The schedule for CITA-P is a two-hour review board session:</p> <ul style="list-style-type: none"> <li>• 30 minutes presentation given by candidate</li> <li>• 40 minutes Q&amp;A Session on the documentation provided and presentation</li> <li>• 10-minute break</li> <li>• Further 40 minutes final Q&amp;A session</li> </ul>
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- [UPDATE] We jump right into the presentations; you can introduce yourselves briefly when you ask your first questions.
- The Moderator will check with the applicant that they are happy to proceed
- Allow the candidate to make their presentation and do not interrupt except for brief clarifications if absolutely required
- We show a timer in one of the video feeds and the moderator will indicate when there is TEN MINUTES left for the presentation slot
- In the first Q&A session, try to ask open questions to which the candidate can expand on their presentation material.
- We will let the candidate know that the board members may interrupt them and ask them to move on to another area when they have sufficient information. So when you have enough of an answer, do interrupt and move to the next area of questioning.
- For CITA-P, there is a short ten-minute bio break. The Skype for Business session will close as we have chosen to use separate S4B sessions to limit recording size (as this improves reliability!) Everyone will need to re-join using the second Skype for Business invitation.
- The board members can directly IM or call each other outside of the invitations. Again, you can communicate and jot down specific questions you may want to ask in the second session and concur with your board members using the shared OneNote.
- The moderator will start the second Q&A session and invite each board member in turn to ask more specific questions. Time is (loosely) allocated to ten minutes for each of the four board members.
- At the close, thank the applicant and inform the applicant they should hear their outcome within 48 hours of the interview.

Panel deliberations:



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- All notes, comments, observations and opinions regarding the applicant's performance must be kept on a professional level. Do not give an indication of the outcome
- Enter the final (third) board-only wrap-up call to summarize and provide your notes to the moderator. This will not be recorded.
- We will use a separate page in the OneNote (OUTCOME) for text that you wish to be combined and used in communicating the outcome with the candidate
- The moderator will upload the meeting recordings; please ask if you wish to review the session again if needed.
- Feedback from the board members is freeform; templates and stock paragraphs have been used previously; but for now, we will use the OneNote and will learn all over again as we go!

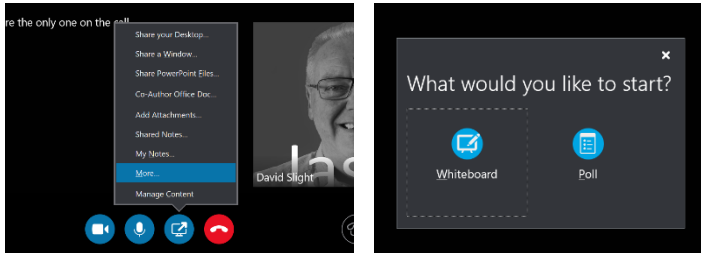


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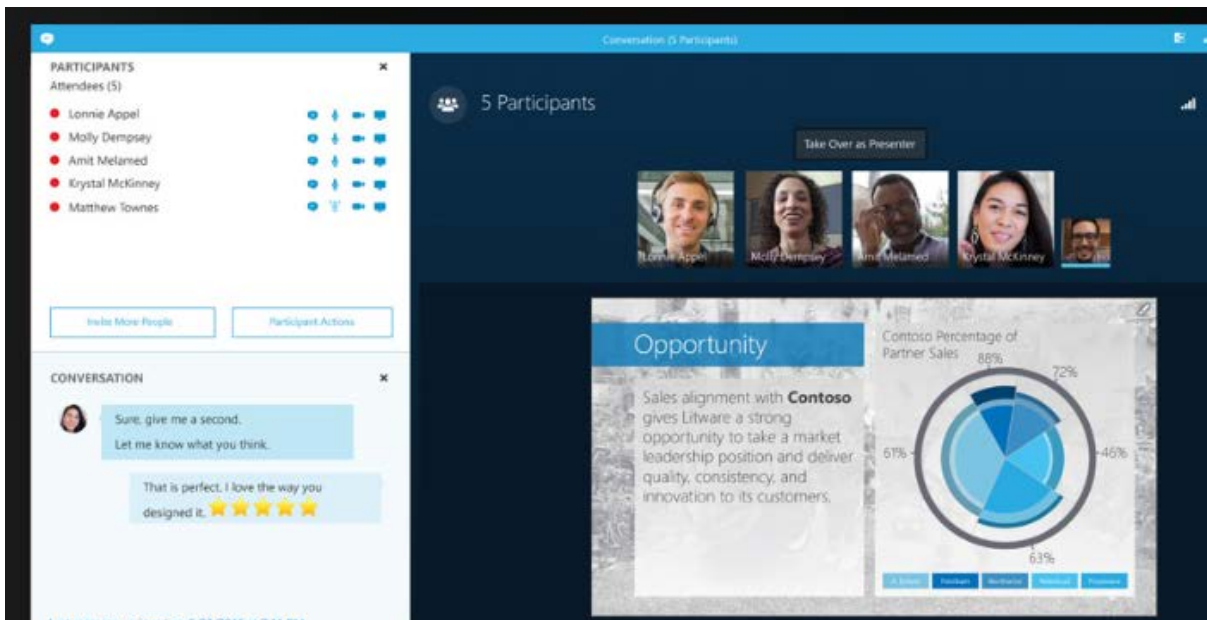
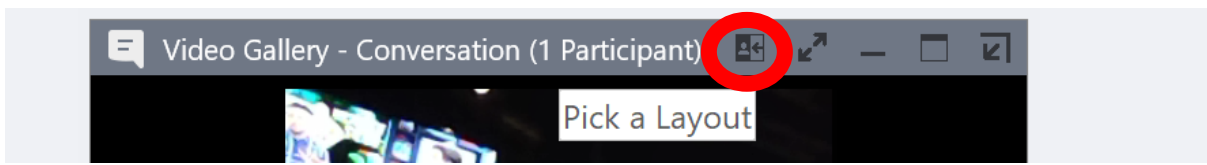
### Skype for Business: Hints and Tips

We are using Skype for Business on the assumption that candidates from Microsoft are familiar; however, a couple of specific suggestions might help:

First, there is whiteboard functionality; architects always like to answer questions by drawing, however this function is hidden under the screen sharing icon menu: **More ...** then choose Whiteboard



Second, video is important to enhance the experience. Arranging the screen is not always obvious. Choose Video Gallery from the **Pick a Layout** option on the video window.



An example screen layout showing the participants video as well as the content being shared using Video Gallery mode.