Module 9

The Video Interview

Welcome to home study Module 9 of the Flight Attendant training program from The Flight Attendant Academy.

If you have any questions as you go through this module, please feel free to reach out to me anytime via email at:
carolyn@theflightattendantacademy.com

I look forward to seeing you in person for our 5-Day hands-on portion of the program.

Carolyn Dillon,
Executive Director of The Flight Attendant Academy

In Module 9 we will continue with the hiring process by getting into the specifics of "**The Video Interview**".

Table of Contents

The Video Interview

The Video Interview/ VI is a standard part of FA interviewing.

In most cases, you're given a link to a page where you can record answers to pre-selected/pre-recorded interview questions. You're usually given a set amount of time for each answer, and you may get 1 or 2 tries before submitting.

These questions could be part of the application process or be a screening step after your resume has allowed you to rise above the crowd.

Your Non-verbal / Body Language Considerations

1. Maintain good eye contact

We all know how important it is to make confident eye contact during an interview. This is much tougher to do via video.

Now remember there's a fine line between good eye contact and the serial killer stare. Webcam eye contact can feel a bit awkward at first and a lot of people respond by over- compensating.

A good rule of thumb is that if someone can see the "whites" all around your pupil – then your stare is probably too intense.

Michael Ellsberg, author of *The Power of Eye Contact* has this advice:

"The kind of eye contact you want to have when you go into a job interview is neither too aggressive nor too weak. It's walking this perfect middle line that is called confidence."

A good rule is to not sustain eye-contact for longer than 5 seconds at a time.

Break eye-contact, look away briefly, breathe, then reconnect.

2. Make sure to smile (but not too much)

Again, too much of a good thing **can come across as creepy. Some confident, enthusiastic smiling is good – but it can easily cross the line into nervous or too-eager-to-please if overdone.**

Try not to be too goofy or laugh at every joke. The smile is meant to be a tool to show that you're a pleasant person to work with, you have reasonably good social awareness, and have a good dose of enthusiasm and confidence.
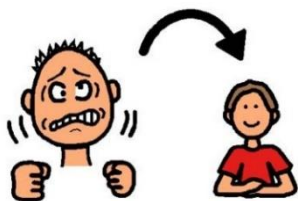
3. Control fidgeting and other nervous energy

We all have some little nervous tics or twitches or distracting habits — it's normal. But in an interview, we really must make a concerted effort to be aware.

This is why we **highly recommend recording yourself multiple times** to see what you're doing and to become aware of anything that need toning down.

Some gestures and behaviors that are fine in person can be distracting on video.

It could be super-animated hand movements, twirling your hair, touching your face, or tapping your fingers or feet *(at least they won't be able to see your feet on video — so channel that energy and tap away)*.

Even more commonly, your nervous tic could be a verbal one — like saying *"uh-huh"* or *"like"* over and over again.

We're talking about little habits that **you may not even be aware of.** As a result, watching yourself on camera could be an eye opener. And in this case, awareness plus practice equal results.

You can break these nervous habits with a little preparation.

Final note: Keep your hand off your chin unless you want to look like a bad yearbook photo — and for gosh sake, don't touch your nose.

4. Calm Your Nerves

Almost everyone feels some nerves when preparing for a job interview. And the number one reason for nerves is fear of the unknown — it's because you're not sure what to expect. That uncertainty is the biggest reason for stress.

Your head is spinning with questions like *"Am I prepared enough?"*, *"Am I even qualified?"*, *"Will they like me?"* These questions add up to anxiety because you can't have any certainty about the answer.

It only gets worse when you've been on a few interviews that didn't pan out. Candidates rarely get any real feedback about why they weren't chosen, and some end up second-guessing every little moment.

This anxiety can turn into a vicious spiral and sabotage all your hard work.

What's important to know is that it's normal to feel nervous. A job interview is a very weird animal, unlike any other professional conversation you might have. You can be perfectly well-spoken and confident in a typical business meeting, then feel your anxiety shoot off the charts when it's time for a job interview.

Interviewing is a skill and, as with any other skill, you get better with practice. All the practice and prep you put in goes toward reducing nervousness, because when it really comes down to it – there are *only* so many areas they can ask you about.

The point is that's it's not an infinite number of questions or areas to probe – **so it's totally manageable.** And once you have a handle on things – the stress goes down.
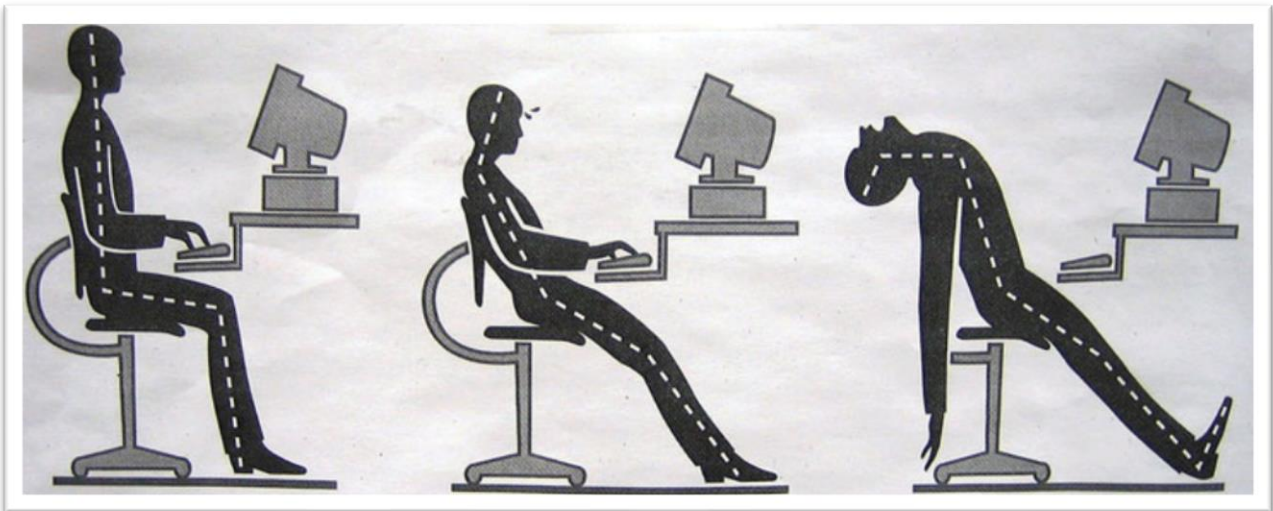
5. Dress for Success.

Dress as you would for a face to face interview.

6. Optimize Your Posture and Positioning.

It's important to be aware that there are some differences in ideal posture between an in-person interview and a video interview.

On video, the interviewer will generally not be seeing your lower body or legs. *(if they can, you're way too far away from the camera).*

This means you don't have to worry too much about leg positioning. A nice neutral stance in your chair, with both feet on the ground, should be fine.

Crossing legs might be a bit too awkward with a webcam since it can mess with your on-camera framing *(which we'll touch on in more detail below)*.

You'll clearly want to sit upright and keep your back straight. Make sure you're facing the camera, and not showing too much of the side angle.

Adjust your chair to make sure you're not too low or high in the frame.

Find a nice, comfortable balance between leaning forward and reclining too far back. What's nice is that you can do a dry run and play with different options and adjust things accordingly.

Technical Considerations
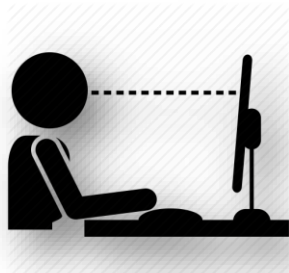
7. Camera Placement

The first thing to remember about placement is that people *(even gorgeous models)* tend to look horrible when a camera is shooting them from below. For the most flattering angle, you want to position your webcam to be above your eye-line, angled slightly downward.

Place the laptop on a stack of books. You'll want the webcam to be a bit above your eye-line, almost in-line with the top of your head.
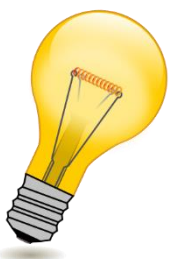
8. Lighting for Your Webcam

Lighting is incredibly important – I can't stress this enough. It can take you from looking like a troll to looking like a movie-star. Why do think Oprah has such powerful lights on her set? The heat from those things could melt lead. *(Not comparing Oprah to a troll, but that lighting was truly magical).*

You're looking to achieve nice even lighting across your face — this will minimize shadows, remove wrinkles, and make you look fabulous. *(If only it could be sold by the bottle.)*

9.Background

Backgrounds are important too. A neutral background is your best bet.

What you're trying to do is avoid anything blatantly distracting or embarrassing *(that "Legalize It" poster on the wall behind you isn't gonna help).*

It's also a good idea to avoid having a mirror reflection show up on camera. Murphy's Law says something embarrassing will always move through the reflection when you least expect it *(think cat, half-naked roommate or mom).*

A plain wall, a screen, a bookshelf (with nothing odd on the shelves) is fine.

A good rule to have at least 2 feet of distance from the background behind you – that way there's less of an ugly shadow *(the more distance, the more flattering).*

10. Doing a Tech Run-Through

Because technology is unpredictable, it's smart to do a complete run-through of all the tech stuff.

Here's a quick checklist:

1. Clear your desk/interview-space of extraneous things and simply have your resume in front of you and a notepad for jotting things down.

2. Check your lights.

3. Check your webcam and make sure it works and that the software settings are optimized.

4. Check that your mic is working and that you can be heard clearly.

5. Make sure the webcam is placed in the right spot.

6. Check your clothes and face and how they look on camera. Make any adjustments.

7. Close out of any other programs that might interfere with the webcam. *(Some webcams can be temperamental and not work with more than one type of video software at a time.)*

8. Check your internet connection and ensure it's strong.

9. Make sure you're not inadvertently downloading something in the background *(a movie on itunes, or dropbox quietly syncing 200 gigs)*. That will kill your video quality.

10. Place a short video test-call to someone *(if possible)*.

11. If you tend to have 100 browser tabs open, it's better to close them out. You don't want a memory issue rearing up during your interview.

12. Your browser should just have your email, the company website.

13. Have your resume, the job description, and your notes printed out and handy.

14. Position a bottle of water nearby.

11. Other Distractions

Keep adults, children and pets away. You don't want a cat jumping on the back of your chair, your mom hollering at you, or your toddler screaming right when you're talking about how amazing and professional you are.

Yes, we're all human and we all have lives, but these distractions tend to diminish your credibility a smidge.

If there's a risk of vacuums, leaf-blowers, and jack-hammers – try to plan ahead for these contingencies.

And of course, if something really is unavoidable, you can: *Apologize, address it very briefly, and move on.*

And again, do not do your video interview in any public place *(especially not a Starbucks)*.

You're just setting yourself up for distraction or disaster *(or best case, just an unimpressive interview)*.

12. The Importance of Practicing

Leading up **to your video interview, we recommend very concerted practice to get comfortable both with your interview skills and the weirdness of interviewing on camera.**

Interviewing is a skill *(just like tennis, golf, or chess)*, so the more you practice, the better you'll get.

Practice with a friend, a counselor, a spouse, a boyfriend or girlfriend, a parent. If all else fails, even better, record yourself answering questions on your webcam or phone.

We can't emphasize enough, the importance of practice.

You've Got This!

Summary of Module 9:

You should now know all the in's and out's of video interviewing.

Module 10

Coming up in Module 10 we will present you with the airline directory explaining the different types of air carriers.

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