**CHART Virtual Training Forum (VTF) – Notes on Best Practices**

*Note: Updated information and resources gathered since these VTF notes were taken can be found on* [*CHART’s COVID-19 Resource Page*](https://www.chart.org/training-tools-and-resources/covid-19-resources.html)

**Virtual Hiring**

Thursday, May 14, 2020

**Best Practices**

* Need to offer a combination of on-line application, phone interview, video interview and/or then in-person meeting. Offer several options to make it easy for employee to be interviewed.
* Start with a thorough phone interview.
* Video Interview –
  + Can show them workspace, have co-workers wave hello, etc.
  + You can actually see the person’s face because no face masks.
  + If you can offer multiple platforms for a video interviews, try to do that so easier for the employee (***zoom***, ***facetime***, ***gotomeetings***, ***skype***, whatever – in case they don’t have the technology for the only platform that you offer)
* In-person interview only as the final step when you are ready to hire them.
  + Set expectations – let them know to wear a mask, where to wait, etc.
  + Hard to interview someone wearing a mask, but need to get used to it.
* Have a set list of questions to ask at each step. Questions on applications, questions for phone interview, questions for zoom interview, etc. so not everyone is asking same questions. Have a set interview evaluation form for everyone to fill out. ***Paylocity*** has a surveys function where the interviewer has to complete a survey after the interview. ***Harri*** has this survey feature too.
* Need quiet space to conduct a phone or zoom interview where you won’t be interrupted.
* Need to use more tools for pre-screening employees as the number of applicants increases. ***Outmatch*** or ***Traitify*** (picture based – swipe left and right so kind of cool and unique although no one on call had used it so not sure how accurate and assessment it provides) for pre-screening employees.
* There are screening tools that can be done via video.
  + Assessment tools – 3 questions and they type their response and it gives you insight into their personality

**Getting Current Employees to Return:**

* Once unemployment runs out, pool of candidates will get much better – extra $600 goes through July 31. Right now, stores are not operating at full capacity, limited number of employees and people are content to receive unemployment so there are fewer candidates to choose from. This will change in August.
* Companies with stronger bonds to staff and stronger culture will have less trouble getting employees back, even before unemployment ends.
  + Doing Zoom meetings to keep everyone updated.
  + Have managers reach out to each staff member personally. Increases chances of getting staff back.
  + Corporate level – incentivizing employees - if they do full attendance and show up for every shift they get a $200 bonus. Very effective.
  + Do some small gestures – order them pizzas, etc., recognize birthdays, celebrate their personal victories, etc. Anything to increase the connections between your team members.
  + Allow employees to be drivers for GrubHub, DoorDash, Uber Eats, etc. too so they can also deliver orders when it’s slow and increase their income from outside sources. Legal ramifications?

**Unemployment Insurance Keeping Employees from Returning**

* If you offer employee their job back, but they don’t feel safe, do they continue to get unemployment?
* State should ask if you have offered them their job back in determining whether they qualify for unemployment.
* If you are not up to full capacity, do you report to unemployment that you offered some their jobs back to end their benefits? Not great approach for employee morale.
* Document everything. Provide information saying “on this date we offered you your position but you declined … “ and have them sign.
* If they feel unsafe and don’t come back, there may not be a job for them when they do feel safe if you hire new people, so many are gambling with their future employment.
* Desire to keep health insurance is helping motivate people to come back from unemployment and come back to work.
* Convert from furlough to laid off if decline offer to come back.
* Can still get a portion of unemployment if they are working part-time, and that has helped get employees back in at least part-time and get used to new procedures.
* [How to Recruit in a Tight Job Market](https://wahospitality.org/blog/how-to-recruit-in-a-tight-job-market/) – By Patrick Yearout
* Note: How to spend your PPP – make sure you watch that because is based on keeping people employed.