

Chat Interviews

How to create and implement neuro-inclusive Chat Interviews.



About Chat Interviews

Chat Interviews are conducted using text-based communication platforms, where candidates respond to interview questions in real-time via live chat.

This method uses messaging apps or specialised interview software to assess a candidate's written communication skills, ability to think quickly, and suitability for remote or digital communication roles.

Benefits

The benefits may include:

- Allows for quick, real-time assessment and can be scheduled with greater flexibility than in-person or voice-based interviews.
- Accessible for candidates who may be applying for remote work or have commitments that make in-person interviews challenging.
- Directly assessing a candidate's ability to communicate effectively in writing.
- It removes the focus on non-verbal communication which may not be needed as part of the role.
- Assesses written communication skills, clarity of expression, and ability to engage effectively in text-based interactions.



Ideal for:

Customer support roles, content creation, management positions and IT or technical support roles.



Considerations and solutions

There are considerations to address to ensure the assessment is neuro-inclusive. These include:

Considerations

Potential for miscommunication:

The text-based nature can lead to misunderstandings.

Solutions

Use clear and unambiguous language and encourage candidates to ask for clarification if needed.

Create and implement neuro-inclusive Chat Interviews

Example:

A company is hiring for a remote customer support role where the majority of customer interactions occur through chat. Candidates are given scenarios of customer problems during the chat interview and asked to type out their responses. This helps the hiring team assess how well candidates can handle typical job tasks directly in the chat interface they would be using.



Chat Interviews, conducted via text-based platforms, can be valuable tools for assessing written communication skills and problem-solving abilities in real-time. To ensure neuro-inclusivity, these interviews should be carefully designed, implemented, and evaluated. Neuro-inclusive practices will allow all candidates to showcase their full potential.

Designing the assessment

Neuro-inclusive design ensures Chat Interviews are aligned with job requirements while being accessible to all candidates.

Key strategies for design:

Alignment with role

Design questions and scenarios that mirror actual job responsibilities to accurately assess skills.

Clear instructions

Provide step-by-step guidance in plain language, avoiding jargon. Offer examples and clarifications to set clear expectations.

Flexible formats

Ensure platforms allow for typed responses at the candidate's pace. Avoid strict real-time typing requirements unless relevant to the role.

Question styles

Include open-ended, scenario-based, and problem-solving questions to assess a variety of skills while accommodating different cognitive strengths.

Timing flexibility

Minimise strict time limits to reduce stress and allow candidates to perform at their best.

Create and implement neuro-inclusive Chat Interviews

Pre-interview preparation

Providing candidates with preparation materials can alleviate anxiety and support performance.

Neuro-inclusive strategies

Provide details

Offer candidates insight into details of the interview by sharing details including:

- Share the chat format, types of questions, and estimated duration in advance
 - Sample questions or scenarios for practice
 - Contact details of a dedicated support person from the organisation to answer questions.
-

Have a clear agenda

Provide details, including timelines, platform access, and any technical requirements.

Accommodations

Offer accommodations such as extra time, breaks, or assistive tools based on candidate needs.

Flexibility

Negotiate with the candidate when the Chat Interview will take place, allowing the candidate to select a time when they perform at their best.

Create and implement neuro-inclusive Chat Interviews

Setting up the environment

The digital and physical environment can impact a candidate's performance.

Neuro-inclusive strategies

Accessible platforms

Use tools with features like adjustable text size, high-contrast modes, and screen reader compatibility.

Sensory-friendly environments

Encourage candidates to choose a comfortable, distraction-free space for the Chat interview.

Technical support

Offer clear guidance on using the platform and provide a contact for solving technical issues.

Break options

Allow candidates to take breaks during longer interviews to manage fatigue.

Create and implement neuro-inclusive Chat Interviews

Conducting the interview

Flexibility and support during the Chat Interview ensure candidates can perform at their best.

Neuro-inclusive strategies

Clear communication

Use concise, unambiguous language to minimise miscommunication.

Guided questions

Provide examples or prompts to clarify complex questions.

Be flexible

Be prepared to adapt the pace or structure based on the candidate's needs.

Post-interview feedback

Constructive feedback helps candidates understand their performance and enhances their experience.

Neuro-inclusive strategies

Transparent outcomes

Clearly communicate timelines for results and any next steps in the hiring process.

Detailed feedback

Offer specific observations about strengths and areas for growth. Avoid vague responses that don't provide actionable insights.

Example of a neuro-inclusive Chat interview

Scenario

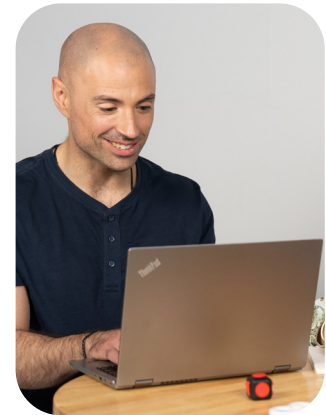
A candidate applying for a digital marketing role participates in a chat-based interview to assess their written communication and creative problem-solving abilities.

Actions taken

- The interviewer provides clear instructions and example scenarios before the interview.
- Questions are accompanied by simple visual prompts, such as mock advertisements or campaign briefs, to help contextualise the tasks.
- The candidates are allowed sufficient time to craft responses and clarify any ambiguities during the chat.

Outcome

These accommodations enable the candidates to showcase their strategic thinking and marketing expertise effectively while reducing stress.



Continuous improvement in Chat Interview design

Regularly reviewing and refining processes ensures they remain effective and inclusive.

Strategies for improvement

Collect feedback

Gather insights on the interview process to identify areas for enhancement.

Validation panels

Involve neurodivergent staff or external organisations to assess platform accessibility and question design to ensure the process is neuro-inclusive.

Regular updates

Periodically update platforms and practices to align with technology and accessibility standards.

Create and implement neuro-inclusive Chat Interviews

Chat Interviews, when designed to be neuro-inclusive, can be a great way to evaluate candidates. By aligning questions with job requirements, offering clear communication, and creating a supportive digital environment, organisations can find the right people for the role.

Learn more and access resources

To learn more about Neuro-inclusive Recruiting and how to create and maintain neuro-inclusive workplaces, scan the QR code or visit neuroinclusiverecruiting.org.au.

