

Telephone Interviews

Job interviews by phone have become an increasingly popular method of screening candidates especially when the role is a phone-based role. If faced with the prospect of being interviewed for a job by phone, it's vital you get it right first time.

Key things to remember when telephone interviewing:

- Be prepared – Make sure you find out in advance exactly who will be interviewing you and how long the interview will last. A little research into the company and the people will make for a more relaxed interview experience.
- Plan your location – Make sure you conduct your interview in a quiet place where you won't be disturbed. On the bus, in a busy cafe or with the children around isn't suitable.
- Rise to the occasion – Stand up at all times during the interview and dress well; you will feel and sound more confident and animated.
- Verbalise – You may be used to droning on to your friends over the phone but this won't wash in an interview – make sure your responses are clear, concise and succinct and that you make yourself audible at all times.
- Be confident – You may not be sitting across the table from your prospective employers, but always keep in mind that you're the right person for the job on offer, so sell yourself as such.
- Listen to the interviewer – It may be harder to pick up subtle nuances over the phone so you need to pay extra attention to what's being asked of you and attempt to decipher and reciprocate the mood being set by the interviewer.
- Know when to keep quiet – Remember, if you ramble on for too long, the interviewer will become easily distracted by their computer screen or by what's going on out the window, so try to keep your answers to under one minute.
- Have notes to hand – Phone interviews provide you with a unique opportunity of having your CV, job spec, company research and personal notes in front of you, so have them to hand and make use of them while you can.
- Prepare your responses – As with any interview, you're likely to be dealt difficult questions, such as "tell me about yourself" and "what do you feel you can bring to this company" – so, prepare and have your answers ready in advance.
- Ask what happens next – Many interviewees hang up at the end of a phone interview without knowing where they stand. Better to sign off by telling your interviewer that you are very interested in the position and by asking, what happens next?
- Call Luci with your post interview feedback