

Tips for Telephone Interviews



Pre-interview Preparation:

- Phone interviews are just as important as in-person interviews. So need the same if not more preparation.
- **Research** the company and write yourself notes. Look for if they were in news recently. Google their name and see what comes up. Look at their social media etc., here is a complete list: www.indeed.com/career-advice/finding-a-job/the-complete-guide-to-researching-a-company.
- **Prepare** questions you have of the company e.g. When will this position start? What are your expectations for this position during the probation period? Is there training for new employees?
- Have a copy of your resume, cover letter, relevant certificates, and references handy.
- Have paper and pen ready to take notes.
- Prepare a **quiet place** for the interview to take place away from noise like radios, TVs, children, and pets (don't choose the bathroom as it echoes).
- **Reschedule** – If for some reason, you have to reschedule, give the recruiter sufficient notice. Have an honest conversation and suggest some alternate dates/ times that work for you. Do NOT abandon the interview call.
- **Voice message** – Set a professional sounding voice message. Tips www.bcjobs.ca/blog/voice-mail-for-job-seekers.

A day before:

- Confirm the scheduled time – send an email/ phone to confirm the scheduled interview appointment (if they didn't). It shows professionalism and seriousness towards the selection process.

During the interview:

- **Charge** your phone – goes without saying, no one likes the last minute panic. Charge the devices that you would need for the interview.
- **Breath** – interviews can be nerve-wracking, breathing helps you be able to focus on the questions being asked and helps you relax.
- **Smile** – you can hear someone who is smiling. The employer will be judging whether or not you fit their company. They have to do that without seeing you and smiling helps give a positive impression.
- **Speak clearly and slowly** – when nervous we often speak quickly. This is more noticeable on the telephone than in person.
- **Stand** – it helps you to concentrate and you can wander around to decrease nervousness.
- **Wear** your interview clothing –you will feel professional.
- Think before you answer questions – a bit of dead air is acceptable.
- Use the **S.T.A.R.** (situation, task, action, result) method of answering questions where appropriate.
- Find an appropriate time to share your company research e.g. When I researched ABC Company I was impressed with the number of employees or company values.
- Ask the employer the questions you have about the position and when they will be making their hiring decision.
- Confirm the employer's email address.

After the interview:

- Take time for **self-reflection** – How did you do? Would you have handled any part of the interview differently? What did you do well?
- In a few days, write the employer a **thank you** letter/email highlighting your job-specific skills and tell them why you feel you are the right candidate for the position. Don't forget to add something interesting you learned during the interview about the company.