

Preparing for a telephone Interview

Telephone interviews are a way to filter out candidates who recruiters feel are unsuitable based upon the job description, personality fit and experience required. It can be carried out by HR and recruitment teams, or it might be with your potential new line-manager.

It can be as short as 15 minutes, or take up to an hour, and it's essentially a way for your potential new employer to ensure that your CV sticks to the facts, before they bring you in for a face to face interview.

Telephone Interview Etiquette

- **Answer the phone yourself**, let family members and/or roommates know you are expecting a call. W (in a perky tone of voice), so the interviewer knows they have reached the right person.
- **Listen carefully to the interviewer** and don't start speaking until the interviewer finishes the question. If you have something you want to say, jot it down on your notepad and mention it when it's your turn to talk.
- **Don't worry if you need a few seconds to think of a response**, but don't leave too much dead air. If you need the interviewer to repeat the question, ask.

Follow these tips for a successful phone interview:

- Keep your CV in clear view
- Have a short list of your accomplishments available to review.
- Have a pen and paper handy for note taking.
- Turn call-waiting off, so your call isn't interrupted.
- If the time isn't convenient, ask if you could talk at another time and suggest some alternatives.
- Clear the room — evict the kids and the pets. Turn off the stereo and the TV. Close the door.
- If you have a landline, use that instead of your cell phone. That way, you'll eliminate the possibility of poor reception

Do's and Don'ts During the Phone Interview

- **Don't** smoke, chew gum, eat, or drink.
- **Do** keep a glass of water handy
- **Do** smile. Smiling will project a positive image to the listener and will change the tone of your voice. It can also be helpful to stand during the interview, since this typically gives your voice more energy and enthusiasm.
- **Do** speak slowly and enunciate clearly.
- **Don't** interrupt the interviewer.
- **Do** take your time — it's perfectly acceptable to take a moment or two to collect your thoughts.
- **Do** take notes when possible on what questions came up.
- **Do** give short answers.