



## PHONE INTERVIEW TIPS

Before the call, confirm all the details, including the date, time, and to whom you will be talking. Be sure you know whether the interviewer is calling you or if you need to make the call.

1. If something goes wrong and you miss the call, or the employer/recruiter doesn't call on time, don't panic. You should be able to get the call back on track or reschedule.
2. Review the job posting and make a check list of how your qualifications match the hiring criteria. Also, have your skill statements available so you can glance at them, or a summary of them, if needed, during the interview.
3. Have your resume handy. Keep your resume in clear view (either on the top of your desk, or tape it to the wall), so it's at your fingertips when you need to answer questions.
4. Dress for the interview from head to toe, even though it is over the phone.
5. Be prepared to take notes. Have a pen and paper handy for note-taking.
6. Don't get interrupted. Turn off call-waiting, so your call isn't interrupted.
7. Make sure you are in a quiet space. For example, one client took the call in her car, since there was no quiet place in her apartment.
8. Make sure you have the best cell phone reception possible and try to stay in one place to minimize losing reception.
9. Don't smoke, chew gum, eat, or drink beverages other than water during the call.
10. Have a glass of water ready, though, so you can take a quick sip if your mouth gets dry.
11. Smile to convey your enthusiasm to the listener; a smile 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. Or, if sitting, sit with an open posture, not crossing anything.
12. Take your time to really focus and carefully listen to the questions the interviewers ask. Focusing during a phone discussion can pose more of a challenge than in person due to the absence of body language. Ask for clarification if you're not sure what the interviewer is asking.
13. Speak slowly, carefully, and clearly when you respond. It's fine to take a few seconds to compose your thoughts before you answer.
14. Don't interrupt the interviewer.
15. If you need a moment or two to collect your thoughts, mention to the interviewer that you need a minute to reflect on his/her question. You don't want to leave a gap of extended silence in the conversation.

## **PHONE INTERVIEW TIPS (continued)**

16. It is okay to take notes. It's hard to remember what you discussed after the fact, so feel free to take brief notes during the interview.
17. Have your questions for the interviewer written out and ready to ask.
18. Remember that at the end of your interview, ask about next steps.
19. Thank the interviewer(s), both at the end of the discussion and in a "thank you" email.
20. Write a "lessons learned" journal entry for yourself after the interview, reviewing both what you did well and improvements.