How to Handle a Phone Interview



Nick Mueldener & Dr. Melissa Bostrom October 19th, 2010

Personal Preparation

- 1. Smile—it comes across in your voice.
- 2. Consider getting dressed up, even if they can't see you.
- 3. Stand up while you talk: the extra energy will come out in your voice.
- Keep a glass of water nearby in case your throat runs dry from speaking so much.
- 5. Schedule free time before and after the interview, so you aren't rushed.

Interview Management

- 1. Keep notes, your resume, a sheet of paper with a pen, and if possible keep the organization's website open in front of you so you can refer to specifics about the job or organization.
- 2. Don't interrupt the interviewer.
- 3. Prepare a list of questions to ask them ahead of time.
- 4. Don't be afraid to ask for clarification on questions to make sure you heard them correctly.
- 5. Pause briefly before you answer a question, to make sure the interviewer's actually finished asking the question.
- 6. It's okay to pause and think about your answer. You don't need to jump right into it.
- Keep your questions short and let the interviewer ask for additional information.

Environment

- 1. Be aware of the noise environment around you (pets, traffic, loud air conditioners, etc.). If you're in your office, put a sign up to note that you're in an interview.
- 2. Do not use a cell phone. Use a landline if at all possible.
- 3. For Skype interviews, be aware of everything in the room behind you that the interviewer will be able to see.
- 4. If you're using a cell phone, put it on silent in the event that you receive another call or text message during the interview.
- 5. If you're easily distracted, consider removing those distractions or interviewing in a different location.



PDS PROFESSIONAL DEVELOPMENT SEMINARS

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Common Questions

- 1. Tell me about yourself.
- 2. Why did you choose to interview with our organization?
- 3. Describe your ideal job.
- 4. What is your weakest strength?
- 5. What is your strongest weakness?
- 6. What is your greatest accomplishment?
- 7. What motivates you most in a job?
- 8. Why did you choose your program? N.C. State?
- 9. Which classes did you enjoy most? Least?
- 10. If you were to start over, what would you change about your educational experience?

- 11. What did you enjoy most about your previous position? Least?
- 12. How would your supervisor describe your work style?
- 13. What do you look for in a supervisor?
- 14. What role do you typically take on a team?
- 15. What interested you in our organization?
- 16. How do you feel about working in a structured environment? Unstructured?
- 17. How do you feel about travel?
- 18. Are you interested in relocating?
- 19. Where do you want to be in five years?
- 20. Why should we hire you?

References & Resources

Websites

The NCSU Career Center offers a variety of services and resources including practice interviews. A majority of the sample questions on this handout came directly from the Career Center website.

www.ncsu.edu/career

Google is known to ask some interesting questions during its interviews. Here are some examples of questions you might not have expected during an interview:

www.mytechinterviews.com/10-google-interview-questions

This website expands on a lot of the tips and tricks mentioned on this handout.

www.phoneinterviewtip.com/

This website provides more detail on the information provided in this handout.

newgradlife.blogspot.com/2010/01/job-interview-interview-help-interview_19.html

Articles

Brown is right to the point in this article with five things to keep in mind with phone interviews.

Brown, C.. (2010, May). Ace the Phone Interview. Essence, 41(1), 84. Retrieved from Ethnic News Watch (ENW).

Johnson highlights the differences associated with academic interviews.

Johnson, M. D. (2004, October 15). The academic job interview revisited. *The Chronicle of Higher Education*, Retrieved from http://chronicle.com/article/The-Academic-Job-Interview-/44607/

Magner explains what the "ambush interview" is and what to do if it happens.

Magner, D. (2008, September). The ambush interview. *The Chronicle of Higher Education*, Retrieved from http://chronicle.com.www.lib.ncsu.edu:2048/blogPost/The-Ambush-Interview/642/