

PHONE INTERVIEW SKILLS & STRATEGIES

HTTP-5205 Career Connections

What part do they play?

- ▣ Pre-screening of technical requirements and other higher level suitability issues
- ▣ Resume review before interview (sometimes Boss, sometimes HR)
- ▣ Check for communication/interpersonal skills
- ▣ Check extra speaking languages
- ▣ Prevent visual discrimination accusations
- ▣ First contact of a network recommendation

Benefits for You

- ▣ Lets you prepare and use notes
- ▣ Lets you take notes during the interview
- ▣ Insight into corporate culture
- ▣ Connect with someone before the interview and have an ally on the other side of the table

Strategies - RESEARCH

- ▣ Ask ahead how much time to allot for the call
- ▣ Research the *company*. Know:
 - Tone
 - Big clients
 - Major accomplishments / awards
- ▣ Research your *contact*. Know:
 - Position at this company (and previous?)
 - Length of time at company
 - Do they have a blog or personal website? Read it!

What makes them different?

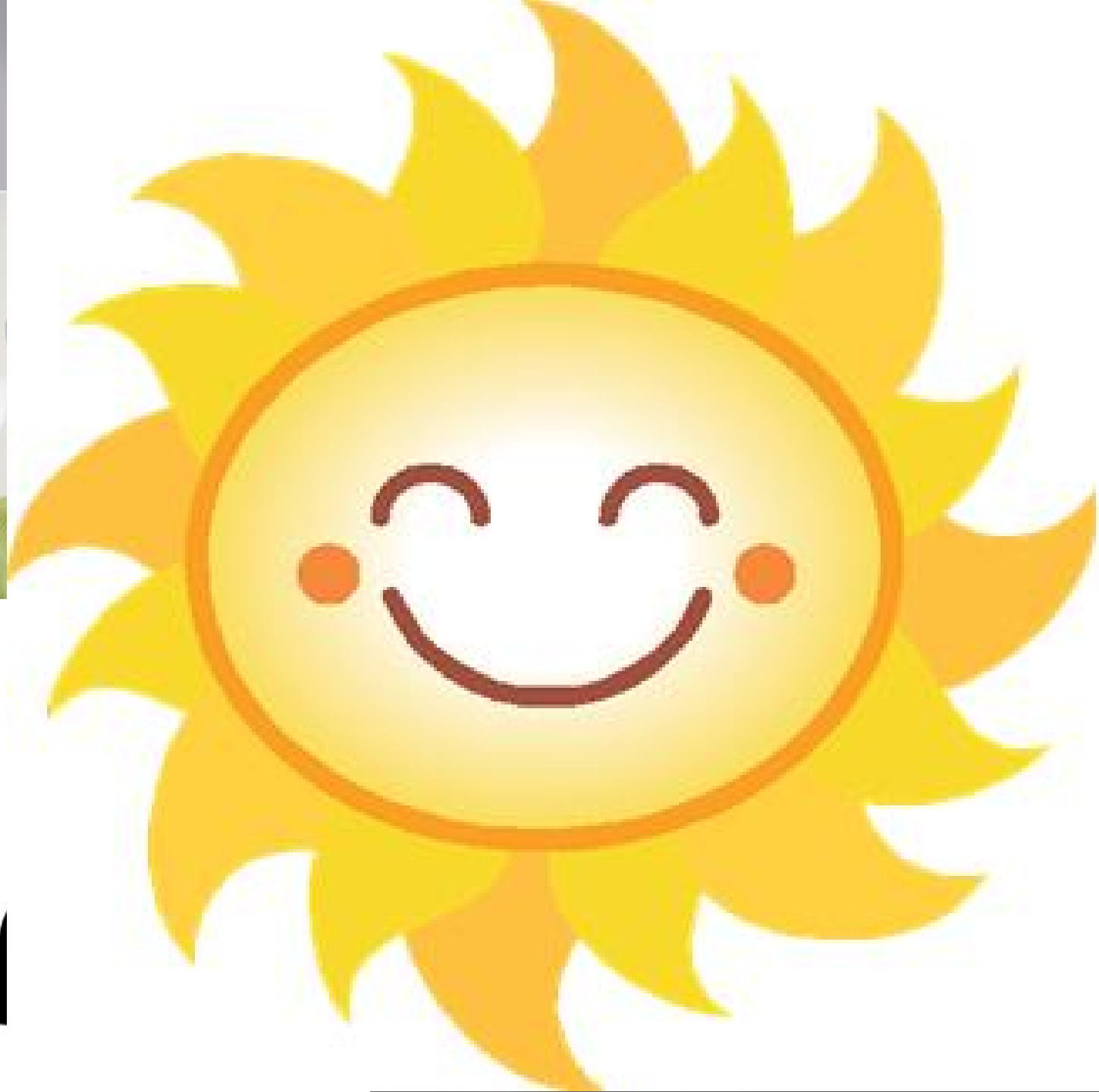
Strategies - PREPARATION

- ▣ Think about the questions you are likely to be asked and prepare the answers to them
- ▣ Have questions ready to ask them
- ▣ Be ready to talk salary and availability
- ▣ Know the job description of what you're applying for
- ▣ Be someplace quiet without distractions
- ▣ Turn off call waiting & your cell phone
- ▣ Don't use your cellphone

Strategies – IN THE CALL

- ▣ “Warm up”
- ▣ Have a glass of water ready
- ▣ Have your notepad ready
- ▣ Have internet access ready
- ▣ Pay attention to your posture and tone of voice.
- ▣ Stay focused on the job you are applying for.
- ▣ Make sure your questions get asked
- ▣ At end of the call, always ask about next steps.

And finally, remember to...



Questions?

Sources:

jobsearch.about.com/od/phoneinterviews/a/telephoneinterviews.htm

money.usnews.com/money/blogs/outside-voices-careers/2012/02/01/how-to-stand-out-in-a-phone-interview