

Telephone Interview Tips

In addition to reviewing the Interview Preparation materials, there are specific tips for a successful telephone interview.

- Make sure you know who is initiating the call, and to what phone numbers.
- Check to make sure that the time zones are accurate (if relevant).
- Make sure your cell phone has good reception or office phone is in a distraction-free environment that allows for a confidential conversation. If receiving a call in a home office, make sure all pets and distractions are in another room completely.
- Be ready five minutes prior to the scheduled call. If you have not heard from the interviewer within five minutes of the scheduled call time, reach out to him or her instead in order to show initiative and interest. It is possible that the interviewer is running behind or was confused as to which party was initiating the call.
- Have a mirror on the desk or table – a smile comes through over the phone and it's important to have inflection in the voice.
- Have a glass or bottle of water next to you, but of course no eating or chewing gum during the call.
- Make sure to have a copy of your resume so you can reference specifics in terms of history and relevant experience. Print out your resume and supplemental documents, instead of pulling them up on a computer screen – just in case the computer shuts down or freezes.
- When answering the phone, do so with your name. This avoids an awkward start to the conversation, and also shows that you take charge. Think through exactly how you will greet the interviewer and how you will start the introduction and call.
- Stand up at various points of the conversation – you will speak in more of an engaging and animated manner.
- It's always best to give your full concentration to the interview, listening and answering questions attentively. If you are going to take notes, make sure to do so on paper or with a quiet keyboard – be sure to never let the interviewer hear you typing.
- Be ready with three specific dates and times that work to be able to schedule a face-to-face, if the client asks to move forward.