

Telephone Interviewing

Preparing for a
telephone interview

What is a Telephone Interview

- A telephone interview could be a pre-screening used by a prospective employer to decide if a prospective employee should proceed to the next level of interviewing.

How to Prepare?

- You should consider the pre-screening telephone interview to be as important as a face-to-face interview.
- Research the job and the company so you can discuss the company and your role in it's future.
- Confirm the phone interview, who will call, when, time, etc.
- Chose an interview space – quiet, comfortable, and private.

The Interview

- Tape your resume in clear view to the wall or desk to refer to qualifications and skills specific to the job.
- Use a land line.
- Have a pad of paper and pen to write down notes so if, and when, you get the face-to-face interview you can be further prepared.
- Answer the phone yourself in a clear, and friendly, but professional voice.
- Use the person's full name, not first name unless they specify for you to.
- Listen to the interviewer and don't interrupt – jot down notes and bring those up when it is your turn to talk.

Polish Up Your Communication Skills

- ⦿ Don't chew gum or eat while on the phone
- ⦿ Have a glass of water ready in case you need a sip.
- ⦿ You can stand up – it may help to keep focus
- ⦿ Smile – even through the phone line a smile comes through in the tone of your voice.
- ⦿ Don't ramble, say your answer and wait for the next response or question.
- ⦿ Always send a thank you note directly after the interview.

Sample Questions

- Why do you want to leave your current position?
- What motivates you to excel?
- Why is your current organization a better place for having you work there?
- Describe your perfect job.
- What are the top three criteria you have for selecting your next employer?
- What is the major difference between companies that succeed and those that do not?
- What do you consider the greatest accomplishment on your resume? Why?
- Name something that defines a leader?

Resources

- ◉ <http://jobsearch.about.com/od/phoneinterviews/a/Prepare-For-A-Phone-Interview.htm>
- ◉ Hill, S. General Dynamics