

# PHONE INTERVIEW TIPS

**For job interviews, telephone interviews are common, and they may be your first contact with the potential employer.** Because communication is often non-verbal, you may need to acquire a few new skills to excel during a phone interview. Below we outline key aspects to consider during a phone interview.

## DO'S

### Smile When Speaking

It may feel silly but smiling shows up in your voice.

### Select a Quiet Environment

Ensure the environment is absent of distracting background noise (e.g., loud fans, vehicle traffic, dogs barking, music playing).

### Prepare for Notetaking

Have your preference of notetaking handy, along with your calendar for scheduling potential follow-up meeting(s).

### Remember You Are Not Visible

If you pause to make a note, don't let the silence stretch out. You might say, for example, "Just one second, please, while I write that down."

### Practice Your Interviewing Skills

Ask a friend or family member if you speak too slowly, quickly, loud or soft; or if you frequently use the words "um" or "like." Recording yourself is another good way to understand how you perform during an interview.

### Be Prepared

A prospective employer may call when you least expect it. Yes, you can ask to reschedule at a more convenient time, but showing you are flexible and can think on your feet will be noted as a positive.

### Nail the Close

End the interview by setting up an in-person meeting. It's that old sales technique of "asking for the sale."

## DONT'S

### Distract From The Conversation

Ensure you don't have gum in your mouth. If you need to sneeze or cough, activate the mute button or move the phone from your face.

### Create Breaks

Don't put your interviewer on hold to answer an incoming call and don't talk to other people in the room.

### Monopolize the Interview

Because visual cues are not available during a phone interview, practice speaking in one or two-minute increments to ensure you provide the interviewer opportunities to interject.

### Interrupt

If you accidentally speak over your interviewer, quickly apologize and let the interviewer finish.

### Consider It Casual

A phone interview is as formal as an in-person interview. Remain professional and relevant.

**Best of luck!** Your next telephone interview may be the one, so be sure to follow up with a personalized thank-you note.

