

## TELEPHONE INTERVIEW TIPS & TECHNIQUES

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### PREPARATION

**Research.** As with any interview, good preparation and research is key. Find out how long the company has been established, their core markets, their size, locations, etc. All this information will be available from their website or speak to your recruitment agent so that you are adequately prepared before the call. Compose any relevant questions.

### PURPOSE

Telephone interviews usually take two forms. Either an information gathering, 'tick-box' type exercise, sometimes conducted by HR, to ascertain certain points from your CV and to assess basic suitability – or - a more open discussion on similar lines to an actual face-to-face interview and often by the same individual. Sometimes they can be a combination of the two if the interview is conducted as a conference call.

It is important to understand who the caller is (name, position, job title) and the over-riding aim behind the call and then to prepare and conduct yourself accordingly.

### THE INTERVIEW

**Conduct.** Treat the telephone interview and focus on the caller as if it was a normal interview situation. Find a quiet space in which to conduct the call away from distractions and background noise. Do not smoke, eat, move around or undertake other tasks whilst taking the call. Give yourself plenty of time as it could possibly overrun (a good sign).

Always have your CV, list of questions, and a pen and note pad conveniently placed near your telephone ready for the call whilst a glass of water may also be handy. If speaking on a landline, turn off any mobile phones or other devices so as not to be disturbed.

Always remember that body language is eliminated from this setting so you must: take a moment to organise your thoughts, give clear and concise answers to questions - and smile - to make sure your voice reflects enthusiasm and a positive attitude. Depending on the style of interview, try not to respond with yes or no answers, always elaborate and offer relevant examples to back up any statements. Again, try not ramble or digress from the point (sometimes more difficult to do on the phone) and avoid interrupting or talking over your interviewer.

**Close.** 'Close' the interview as you would a normal meeting by thanking the interviewer for their time and signing off on a positive note. The interviewer may request that you email some additional information so ensure you write down their email address correctly together with the correct spelling of their name if it is unclear. It may also be a good idea to take a note of their contact number if they have called you.

### POST INTERVIEW

**Feedback.** Speak to your recruitment agent to offer your immediate feedback whilst the interview is still fresh in your mind. Clarify any specific points or ask any additional questions that have come to mind since the call. Your agent will relay your comments to the Client, pass their feedback onto yourself and keep you informed of progress. Hopefully a well prepared and conducted telephone interview will lead to the offer of a face-to-face meeting (see 2G Interview Tips & Techniques).