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.