

# Telephone Interviews

Telephone interviews are becoming increasingly popular, particularly for technical and customer support roles, so make sure you are prepared well to give yourself the best chance of securing the next stage face to face interview.

- 1 Do your preparation.** Just like any other interview, you will get far more out of the conversation if you have researched the company, read through the job specification and thought about what you want to say. Make sure you can give a positive account of yourself and be prepared for difficult questions.
- 2 Find a quiet space.** Have somewhere to take the call where you won't be disturbed and can give it your full attention. Take a couple of minutes beforehand to compose yourself so you are ready for the conversation. If you are taking the call on your mobile phone, make sure it has plenty of battery life left and a good signal area!
- 3 Have your preparation notes to hand.** Remember in a telephone interview the interviewer can't see you which gives you the opportunity to have all your notes, research and CV details in front of you to refer to.
- 4 First impressions count.** The opening of a call can make a big difference so make sure you come across friendly and attentive from the start of the call. If your interview warms to you the interview will run a lot more smoothly.
- 5 Its not what you say, it's how you say it.** 55% of communication is visual (body language), 38% is vocal (pitch, speed, volume, tone of voice) and only 7% is actual words. Pretend the person you're speaking to is in the room with you and act accordingly.
- 6 Have a pen and paper handy to make notes.** You may get some useful information about the role or company or notes that will help out later in the interview process. They may also give you dates, times and address details for a follow up meeting.
- 7 Listen to the questions been asked.** Take time to make sure you answer the actual question and don't get side tracked rambling about related subjects. Be to the point and where possible give examples to illustrate your experience.
- 8 Have some questions for them.** Prepare a list of questions to ask the interviewer relating to the role, company and interview process. It will leave a lasting impression if you show interest and ask them insightful questions. Make sure you have a pen and paper handy to jot down any notes.