

Acing the Phone Interview

Your First Chance to Make a Great Impression!

You may feel a bit uneasy thinking about interviewing over the phone, but this initial screening interview can actually be an easy way to break the ice with a potential employer while helping you confirm you are truly interested in continuing with the interview process.

6 Key Actions to Ensure a Successful Phone Interview

1. PREPARE IN ADVANCE

Phone interviews are often done to narrow the pool of candidates. Be sure you research the company and familiarize yourself with the position requirements. Typical questions might include:

- WHAT DO YOU KNOW ABOUT OUR COMPANY?
- WHAT ATTRACTED YOU TO THIS POSITION?
- TELL ME ABOUT YOURSELF.
- WHAT ARE YOUR PROFESSIONAL STRENGTHS?

A phone interview should be scheduled like any other interview. If you get caught off guard by an employer calling you unexpectedly, it is appropriate to request that you schedule the interview for a day and time that is convenient for both of you.

CELL PHONE VS LAND LINE? When giving out your preferred phone number to employers, be aware that using a cell phone may not always put you in the best environment to take a call. Connectivity issues can also create stress when in the middle of a phone interview or other important conversation with an employer. Be sure your voice mail message sounds professional for any number you give out.

2. MAKE SURE YOU HAVE WHAT YOU NEED

- YOUR RESUME
- A GLASS OF WATER
- SOMETHING TO TAKE NOTES WITH
- INFORMATION ON THE COMPANY
- A LIST OF QUESTIONS TO ASK
- NOTES ON ANSWERS YOU PLAN TO GIVE

3. BE AWARE OF YOUR PRESENTATION STYLE

The difficulty with phone interviews is obviously the lack of social cues you would receive face to face. Pay attention to those things you have control over to make your best impression.

- POSITIVE VOICE TONE
- HIGH ENERGY
- CONTROLLED BREATHING
- GOOD LISTENING SKILLS
- SMILE WHILE YOU SPEAK
- SPEAKING SLOWLY AND PROFESSIONALLY

If you feel nervous about an upcoming phone interview, ask a friend to help you practice over the phone.

4. REMEMBER INTERVIEWING IS A TWO WAY STREET

Don't forget the purpose of interviewing is to decide if you and an employer are a good fit. Don't feel like the process is all one-sided. Be sure to ask questions and assess whether you want to continue with the process based on the interviewer's answers. The Amica Career Center's Interviewing Handout has a list of questions to ask an interviewer.

5. ASK ABOUT THE PROCESS GOING FORWARD AND 6. SEND A THANK YOU