



## Helpful tips for telephone interviews

So you have been selected for a telephone interview after submitting your CV. Now it's your chance to sell yourself to ensure you are selected for a face to face interview. The reason for employers to choose to telephone interview candidates is to narrow down the amount of candidates being selected for a face to face, as well as saving time for the initial screening; especially if it is a telephone based role!

The main advantage of having a telephone interview means that you are able to make notes. It is always a good idea to have your CV in front of you so you have reference back to it and you don't forget any important dates. Always make a note of any of the answers to the questions you ask and along with any specific information you need to know regarding the job.

When preparing for a telephone interview, it's always a good idea to make sure you prepare any notes that you may need. But be sure not to make it sound like you are using notes whilst on the telephone and always avoid saying "erm" and long pauses while you are trying to find the information as this will sound very unprofessional.

Always remember when having a telephone interview words are all you have, this is all you have to sell yourself to the person you are speaking with. You must always keep the conversation flowing and must always show that you are actively listening such as ("right", "ok", "mmm") this lets the interviewer know that you are paying attention. Never interrupt and make sure you speak clearly and slowly (not too slowly that you sound like you a half asleep) but speaking too fast can result in the interviewer missing key points. Also pay attention to your tone of voice so you sound interesting have some light and dark in your voice, not monotone. Speak clearly and pronounce your words properly, avoid slang NEVER SWEAR.

The length of the interview can vary depending on the position and the level of the role you are applying for. Some interviews may be a lot shorter than a face to face interview only lasting 15-20 minutes as where more senior positions can be more in depth

### Key Tips:

- Find a quiet space away from any interruptions
- Get a glass of water
- Have a copy of your CV in front of you
- If you have bad signal use a landline – being cut off during the interview isn't good for your nerves and can cause problems to the interviewer's schedule

- Never smoke or chew gum
- Act as you would in a face to face interview – smiling whilst on the telephone will make you sound more confident and friendly

During your interview the interviewer will probably ask you if you have any questions, so have some prepared – here are some ideas:-

- Typical career paths taken by people previously in this job
- Training opportunities
- A typical day or week in this job
- How many people work in the department/team, what is the culture of department?
- How soon they would like you to start?
- When you should expect to hear from them about the result of the interview
- Where the interviewer thinks the organisation will be in five years' time
- What the interviewer likes about working for this organisation.

Before ending the interview make sure that you're clear about what the next stage is, if they haven't told you already, when they're going to let you know if you have been successful with the next round of interviews.

**Where possible always do a practise run telephone interview, ask a friend or family member to ask you some interview questions and to make a note of how many "erms" you use. This can help you to improve. We can offer some more pointed tips perhaps should you liaise with your Consultant regarding a specific role you are going for.**