



## HOW TO HANDLE TELEPHONE INTERVIEWS

- **Be Prepared:**

- Choose a place to conduct the phone interview that is free of distractions and interruptions
- Use a land line whenever possible. If using a cell phone, make sure your battery is charged and that you can get (and keep) a signal in the chosen location
- Have your resume & the job posting available during the phone interview
- Compile a list of your strengths and weaknesses as well as a list of answers to typical interview questions
- Have a pen and paper handy to take notes
- Make sure you have several probing questions to show you have done your homework and know something about the company, firm or organization you are interviewing with

- **During the Interview:**

- Don't chew gum, smoke or eat
- Smile! Smiling will project a positive image to the listener and will change the tone of your voice
- Speak slowly and clearly; be cognizant of "um's" and "huh's"
- Use the interviewer's last name only (Mr. \_\_\_\_\_ or Ms. \_\_\_\_\_); only use their first name if they specifically ask you to
- Never interrupt the interviewer
- Keep a glass of water handy in case you need to wet your mouth
- Keep up your confidence and enthusiasm throughout the interview

- **Close the Interview:**

- Remember that your goal is to set up a face-to-face interview
- After you thank your interviewer for their time, ask about the next steps and timing in the process
- Send a thank-you note within 48 hours.