



Call 760.445.3889 Today

## PHONE INTERVIEW TIPS

Make no mistake: Your interview starts with that call. Unless you are completely ready, ask to reschedule. You have to be as prepared for this call as you would be for an in-person interview. The good thing: This is an open-book test. Have your research, resume, and examples of your past accomplishments handy; some candidates keep their laptop open to the company's Website. Whatever you do, don't be too casual. (Note to self: The words "awesome" and "totally" do not exist.)

### **Ten Great Questions To Ask**

1. What's the makeup of the team as far as experience? Am I going to be a mentor or will I be mentored?
2. What does this company value the most and how do you think my work for you will further these values?
3. What kinds of processes are in place to help me work collaboratively?
4. What can I bring Company XYZ to round out the team?
5. What's the most important thing I can do to help within the first 90 days of my employment?
6. Do you have any questions or concerns about my ability to perform this job?
7. What do you see in me? What are my strongest assets and possible weaknesses? Do you have any concerns that I need to clear up in order to be the top candidate?
8. Who are the "coolest" people on my team? What makes him or her "cool? Can I meet them?

**Be enthusiastic.** Some people find it helps to smile while they talk.

**Use a landline, and disable call waiting.** Interruptions caused by dropped or incoming calls just add stress you don't need.

**Have a list of questions prepared.** Well-thought-out questions show you're really interested in the company and the job. Also, have your resume in front of you. Make sure it's the same version the interviewer has.

**Match your style to the interviewers'.** If the interviewer uses a lot of technical terms and industry jargon, so should you.

**Never interrupt.** Silently count to two or three seconds after the interviewer stops talking before you start.

**Avoid negative words.** Banish negative verbs like 'can't,' 'haven't' and 'don't' from your vocabulary. Employers want people who can offer solutions, not potentially create problems.

**Recap your "fit" for the job.** Be ready with a 30-second summary of why you're right for this job, using an example or two from your work history.



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**Ask about next steps.** At the end of the call, ask how well your qualifications meet the company's needs. This will give you a chance to address minor issues immediately. Then ask when you can meet with them in person.

**Say thanks.** Follow up with an email or a handwritten note. While you're at it, briefly remind the interviewer how your skills and achievements can help the company meet its goals.

**Wear business attire.** Of course the interviewer can't see you, but you won't feel, or sound, as businesslike in your pajamas.

**Eat a cough drop before the call.** A medicated cough drop (especially one with menthol) will be good for your voice.

**Have a photo of your interviewer on your computer screen.** This could be from LinkedIn, Facebook, the company website, or anywhere else your interviewer's face might appear online. (You have Googled him or her in advance, right?). It makes the interview a little more like an in-person conversation.

**Avoid saying "um" or "ah."** Try replacing those sounds with a pause, which is a sign of intelligence.

**Take notes.** Jot down topics and questions that seem to be of particular interest to the person interviewing you, so you can touch on these when you send your thank-you.

Even if you decide you don't want the job, proceed as if you did. People sometimes realize during a phone interview that the job in question just isn't for them. At this stage, you still don't have the full story. You never know whom you might meet at in-person interviews, and what networking opportunities could result. Until you get a firm offer and must make a final decision, keep your options open. After all, that's exactly what the company is doing.

### **GOAL OF FIRST INTERVIEW- WALK OUT WITH OFFER IN HAND OR SECOND INTERVIEW LINED UP FOR THURSDAY OR FRIDAY**

#### **PRACTICE THESE LINES:**

***"Mr. Interviewer, from what we've discussed today, this seems like an outstanding opportunity, one that I would definitely desire to proceed to the next step with. I realize that you are probably considering several candidates for this position, but at this point in the process, do you see me as a fit for what you are looking for?"***

***"Mr. Interviewer, from what we have discussed today, and from what you have shown me about this company and position, I feel confident that this is the right place for me. I know I could do a great job for you, and I would be honored to join your team. What do we need to do to put this together?"***