

AN ULTIMATE ADVICE FOR A TOP NOTCH TELEPHONIC INTERVIEW PERFORMANCE

Telephonic interviews are an integral part of any hiring process. But many job seekers may not know on how to prepare for this type of interview. But the performance you put forward during this phase will decide whether you are qualified for the next round or even offered the job.

We will divide the preparation into 4 phases

1. Before the Telephonic Interview

a. Do your preparations as you would for a face to face interview

- You may not want to wear a crisp outfit but you have to create a solid plan for the interview.
- Always do a detailed research on the employer.
- Be sure to read through the job description very carefully and identify how you can contribute to the role.
- Do preparations on questions to ask at the end of the interview.

b. Perfect your verbal communication skills

- The interviewer will not be seeing you, so prepare your verbal skills. Always practise with a friend or record and see how you perform.



2. On the day of Telephonic Interview

a. Always get into a positive mind set

- Try some breathing exercises and see some positive film clips that focuses on victory.

b. Organize yourself

- Make sure the phone has good signal and full battery.
- Have the hiring manager's number and name stored in your phone.
- Ensure you are in a quiet place to avoid unwanted hindrances.



3. During the Telephonic Interview



a. Answer the call in a professional manner

- Pick up the call in two or three rings. Wish the interviewer before you get into the details.

b. Speak at an even pace

- It is harder to appreciate just how fast we are speaking over the phone, especially when we are nervous. If you notice this happening, pause and take a deep breath.

c. Conclude as you would a face-to-face interview

- Remember to thank the interviewer for their time, and state that you enjoyed learning more about this opportunity. Reiterate your interest in the role, and clarify the next steps if the hiring manager hasn't already done so.

4. After the Telephonic Interview

After the interview, if you are still interested in taking this opportunity further, I would advise that you follow up just as you would a face-to-face interview.

Phone your recruiter straight after the interview to give your feedback, and send a thank you note to the interviewer via your recruiter, affirming again, just how interested you are in this opportunity. Remember to keep your phone close by in the coming days.



Do's and Don't

Do's



Research. Just like a face-to-face interview, start by finding out as much as you can about the company. Find out about the size and structure of the company, its products and services and the markets it works in (including looking at competitor's websites). The best place to start is the employer's website, but also keep an eye out for news articles, which may mention plans for growth and expansion.

Write down any questions you want to ask. A phone interview is a really good opportunity to find out more about the role you've applied for, the company culture and opportunities for growth. And always make sure you have a pen and paper handy for note taking (here's our list of interview questions for employers, just in case you're struggling for inspiration).

Have your CV to hand. In all probability, the recruiter will have a copy of it too, so you may not be asked about it in detail. However, they may open the interview by asking questions about your experience. It's also a good way to ease into the call while allowing them to find out how communicative you are.

Smile. OK, so we know it sounds strange – but it actually works. Although your interviewer can't see you (because that would be weird), always try and remain smiling throughout the conversation. It helps ensure you sound upbeat and, according to research, people can actually hear you smile. You have been warned.

Listen. Undoubtedly the most important element to consider. Take on board all elements of their questions, and make note of anything that seems of particular importance, just in case they refer back to it later. Even if they don't, you can use it as a cheat sheet when answering the inevitable 'any other questions' invitation at the end of the interview.

Tips on Do's : Use a landline, turn your mobile phone off, have a glass of water to hand, enunciate, remember to breathe.

Don't



Treat it differently from a face-to-face interview. Strange as it sounds, it's a good idea to dress like a professional. Obviously the interviewer can't see you, but it's harder to feel – and therefore sound – professional if you're still sitting in your dressing gown.

Get distracted. You need to remain focused on the task at hand, something that can prove difficult, if you still have one eye on the TV. The same goes for your partner/family members. They might be being supportive, but your interview should be a two way conversation. Having their frantic arm flapping and mouthed words of encouragement in the background will only put you off.

Eat. There is a time and a place for snacking. Five minutes before your phone interview isn't it. You might think you're being quiet – but chances are that you aren't. A mumbled answer because you have your mouthful is memorable, but for all the wrong reasons. Especially important if you're a nervous eater.

Interrupt. The easiest way to avoid irritating the interviewer is to let them finish their sentence, so always allow for a gap before you begin answering. Not only will it give you time to think of a coherent response, it will also mean you don't speak over the person you're trying to impress. Just make sure you approach gaps with a degree of caution. There's a difference between a courteous pause and an awkward silence...

Sound bored. Remember when we said about remaining attentive a few paragraphs ago? Well it's kind of a big deal... Again, it may seem obvious, but when you haven't done a telephone interview before, it's easy to overlook. Try to sound positive, and avoid yawning or mumbling your responses. Even if you haven't understood every single sentence, just go with it. Make the right noises, and you're a shoe in for the next stage.

TIPS on don'ts: Chew gum, smoke, zone out, talk about yourself in the 3rd person, say I love you by accident at the end.

Go through the tips above and you will feel very confident in taking up the telephonic interview. The key is to perfect your pace of the talk since interviewer must understand you, specifically your verbal communication skills, and put as much as effort into preparation.