

## Tips for Successful Telephone Interviewing

A major component to successful telephone interviewing is keeping your responses direct and concise. Telephone interviewing does not provide any visual clues or body language for feedback. Try to keep responses to 25 words or less. Remember listen to the question then formulate a response before giving a response. It's ok for there to be a pause between the interviewer's question and when you start delivering a response. This process will help keep responses direct and concise. It also conveys the impression of good or active listening skills AND that you have good verbal communication skills.

If there is a question that your response answered the question - use a tie down. Example: Did that answer your question? If the interviewer wants more detail let them ask for additional detail. You may be surprised how many times the interviewer will move to another topic. This process minimizes the opportunities for candidates to volunteer unnecessary or unflattering information about themselves.

Typically, there are two parties to a telephone interview: the interviewer and you (the candidate). Each party has different objectives that they are seeking to meet with the conversation. To maximize your effectiveness and success as a candidate, it is imperative that you recognize and respond to these distinct goals when preparing for a telephone interview.

The **interviewer's objectives** include answering the following questions:

- Is the candidate qualified for the position?
- What is the candidate's work experience?
- What did they accomplish in their prior positions?
- Are those accomplishments similar to the accomplishments being sought for this position?
- Does the candidate have good verbal communication skills? Listening skills?
- What kind of personality does the candidate project? How will other people respond to this person?
- Is the interviewer sufficiently interested in you as a candidate to move further in the interview process, to justify a face-to-face meeting?

**Your objectives** include:

- Demonstrating that you are worth further consideration, specifically a face-to-face interview.
- Collecting valuable information to help you answer the question "Is this job a good opportunity for me?"

Note that whenever you are interviewing, your primary strategy must always be to position yourself to say no. This strategy provides numerous valuable benefits, including:

- Helps position you to get the most money possible for any job offer.
- Provides you with more options and/or opportunities with a prospective employer.

Your goal then is to persuade the employer that you have the skills, background, and ability to do the job and that you can comfortably fit into his/her organization; simultaneously, you should be gathering information about the job, future career opportunities, and the organization to determine if the position and work environment are right for you.

Most employers have certain expectations of candidates, whether or not they are articulated. Here are generally accepted rules of applicant etiquette. Following these guidelines will help you stand out from the crowd and interview more successfully.