

## Telephone & Video Interviews

More and more often, we see employers taking advantage of available technology for the convenience it offers and the expenses it saves. That means we need to be prepared for these interviews in being screened as a qualified candidate for positions of interest.

The good news is that they can be quick; the screening process is probably more efficient than face to face interviews---at least for the employer. That may translate to you being even more attentive to how you respond to questions and in how you prepare. Here are some recommendations:

The normal advice applies, do your research on the company, the industry, the position, the management style, corporate culture and whatever else you can learn prior to being interviewed. Be mindful that the interviewer is likely looking to filter out applicants so they may be very direct in how they come across with their questions.

Things to consider:

- Dress as you would for any interview. It puts you in the proper frame of mind. Choose plain colors; it often comes across best in this medium.
- \*Remember that while *what* you say is important, your eye contact, facial expressions and your voice tone and inflection will account for 84% of what gets communicated to your interviewer.
- Check for clutter in the environment that can be visible to your interviewer. Be sure that you approve of what is being seen on their screen.

- Check also for any potential interruptions (such as a barking dog, ringing cell phones, background noises, etc.) prior to the call and block those out.
  - \*Smile and use the name of the individual as you look into the camera; that serves as your “eye contact.” When on the telephone only, remember that a smile can be “heard.”
  - \*Sit forward in your chair, as you would in person. You may even choose to stand.
  - Familiarize yourself with the technology beforehand.
  - Be aware of proper lighting (lights behind you darken your face). Perhaps you can practice with a friend prior to in ensuring you are placing yourself in the best possible light during the call.
  - \*Have your questions written so you do not forget; remember it can go quickly as your interviewer likely has a list of criteria given her by the hiring manager.
  - \*You may be asked about salary expectations so try to do your homework on the “going rate” for such positions. You may even be aware of the range for the position.
  - For Skype calls, do have a professional user name.
- \* Applies to telephone interviews as well.