

it's time

TO MAKE AN IMPRESSION



OUR GUIDE TO INTERVIEWING VIRTUALLY

PHONE INTERVIEWS

Before the Interview

- There are two different kinds of phone interviews—scheduled and unscheduled. Make sure you are the one answering your own phone and have a voicemail greeting that sounds professional.



- If you get caught by surprise, ask if you can schedule another time to talk. Most are understanding and will accept the excuse, *“Now isn’t the best time. I am not at my desk and cannot give this call the attention I would like. When would be a good time to call you back?”* This allows you to prepare and have all notes in front of you during the call.
- Research the company as you would to prepare for an in-person interview. The advantage to a phone interview is being able to have your “cheat sheet” in front of you. It is always good to take note of the company’s mission and vision, the markets they serve, and what makes them stand out among competitors.
- Prepare questions based on your research. The goal is to ask questions that inform you about the opportunity and whether you’d like to continue pursuing it, and to show that you are the one best-suited for the position.
- Make sure you have no distractions or background noise during the time of your interview. Choose a quiet room that is away from kids or pets. Turn your computer to silent if it is open in front of you, and try not to take any notes using the keyboard. The clicking can be distracting.
- Keep a glass of water, a pen, paper, and your resume at the ready. Mark relevant experience in your resume that you want to highlight during the interview.
- Having a tidy workspace during the interview helps you stay focused.
- Dress as if you were attending an in-person interview. See page 4 for details on attire.
- Confirm interview time and date with your interviewer in advance, and set a reminder or two to make sure you are ready 10 minutes beforehand.
- Make sure your cell phone is fully charged and your cellular connection is strong.

PHONE INTERVIEWS

During the Interview

- Listen actively. Show the interviewer that you are engaged in what they are saying by rephrasing their questions at the beginning of your response.
- Take notes while the interviewer is speaking so you can circle back to key points if you need to. Find commonalities with the interviewer helps you to bond. Look for things you have in common, or ways to relate to what they are saying.
- Speak clearly and slowly (but not too slow). Speaking clearly and enunciating is essential during phone calls as the connection and lack of visual aides can inhibit the ability to communicate normally. Don't be afraid to ask if the interviewer can hear you well.
- Smiling may not be seen through the phone, but it helps to convey enthusiasm while you speak. This can communicate to the interviewer that you are excited about the opportunity.
- Sit up tall. Good posture helps you to speak clearly, maintain confidence, and stay professional even over the phone.
- End the interview on a positive note. While thanking the interviewer for their time, make sure to emphasize what you enjoyed about the conversation, your interest in the opportunity, and why you would be a great fit.



VIDEO INTERVIEWS

Before the Interview

There are two types of video interviews: pre-recorded and live video interviews. Here are tips and tricks to nail an interview—even through the screen.

- Prepare your notes and questions based on research you did prior to the interview. Have them in front of you so they are easy to refer to when needed.
- Look the part and make sure you're presentable.
- After you are mentally and physically ready, find a quiet and secluded spot. This should allow you to be fully focused on your interview without any distractions.
- In your secluded spot make sure you have a strong Wi-Fi connection so there won't be any disruptions.
- After you've established a spot with a strong internet connection, you'll need to focus on the internal technicalities: your name as it appears on the platform you're calling through, and any backgrounds. Keep your background plain (or do not use one) so as not to distract the interviewer. Make sure the name your account is associated with is correct and professional.
- Here is a simple checklist for your interview set-up:
 - + clear off your desk space
 - + keep a bottle of water next to you
 - + have a pen and your resume beside you
 - + check that your webcam is working
 - + make sure your mic is working
 - + close all unrelated tabs
 - + set phone to silent
 - + make sure your lighting is good, and you're viewable on your screen



VIDEO INTERVIEWS

During the Interview

- Make sure you're sitting up straight and have a smile on your face, even though you're being seen through a computer screen. A smile and a good attitude can go a long way in an interview.
- Listen carefully during the interview. Try not to cut off the interviewer, but answer questions in a timely manner.
- Reference your resume experience while answering their questions. Repeating the question before you answer also indicates that you're actively listening to them.
- It is important to look into the camera when speaking. Our natural instinct is to look at the interviewer on the screen, but you can establish a better connection with your eyes looking in the camera.
- When listening to your interviewer it is important to nod and maintain eye contact with your screen. You don't want your eyes lingering off and have the interviewer believe you're uninterested.

