

Tips for Phone & Video Interviews

Phone Interviews:

Location: Find a quiet, distraction free location

Phone: Ensure you have a strong signal and enough battery life

Notes: Use notes including your resume, cover letter, job description, but DO NOT read straight from your notes. Use them as a support and reminder, rather than script.

Be Ok with Silence: Interviewers need time to write their notes, process, and ask the next question.

SMILE: Smiling affects your tone of voice to be more upbeat and positive, showing your excitement for the position.

Listen: Be sure to listen to the interviewer and do not dominate or speak over them

Voicemail: Ensure you have a professional voicemail message and that your voicemail box is not full.

Video Interviews:

Look the Part - Dress as you would for an in-person interview

Location:

- Find a quiet location free of distractions and potential interruptions
- Pay attention to the background on screen; avoid clutter or distractions. You should be the focus of the interviewer's attention

Technology:

- Become familiar with the platform and webcam you will be using to interview
- Make sure your username is professional and appropriate
- Ensure you have a strong internet signal in your interview location
- Plug in laptops, do not just rely on the battery
- Close other computer programs
- Avoid using your cellphone if at all possible
- Do a practice video call with a friend or family member
- Have a Plan B in case your technology does not cooperate (phone number, spare laptop, etc.)

PRACTICE:

- Practice using the technology
- Practice answering interview questions on camera (use Big Interview)

