

PHONE INTERVIEW CHECKLIST

Phone interviewing is quickly becoming one of the many ways the interview process has become streamlined. The following will prepare you for this portion of the interview process.

1. DARE TO PREPARE:

- ☐ **DO** research the company, understand who the key managers are, what the mission statement is, who is the primary competition, etc.
- ☐ **DO** determine your audience. Will the interview be one-on-one or with a panel? If meeting with a panel, be sure to write down the names of all present, and acknowledge each individual.
- ☐ **DO** practice your responses out loud with a friend over the phone.
 - Record yourself then listen closely for 'crutch words' like 'ums' 'ohs' 'like' and 'you know'. These are distracting to interviewers and show weakness.

2. ORGANIZE INTERVIEW AREA:

- ☐ **DO NOT** conduct interview on cell phone. Calls can be dropped or otherwise interrupted.
- ☐ **DO** get the phone number the interviewer will be calling from, and explain you wish to be prepared to reconnect in the event the call is interrupted.
 - This will also show you want to be prepared for the unexpected.
- ☐ **DO** select a quiet and peaceful area, free from interruptions and distractions. Turn off TV, radio or other audible distractions.
- ☐ **DO** have a copy of your resume, references, cover letter and any other materials that may assist you when responding to questions.
- ☐ **DO** have paper and pen handy to take notes during the interview.

3. DEVELOP AN INTRODUCTORY STATEMENT:

- ☐ **DO** create an impactful statement with a one or two sentence summary of who you are, what your key talents, skills and abilities are and how you might be able to contribute to their team.
 - **Example:** Customer focused, determined and persistent person, who is able to observe, assess, adapt and adopt a communication style appropriate to the audience/individual with whom I am interacting. My ability to manage multiple projects by continually prioritizing work allows me to deliver maximize effectiveness of the goals of the organization.

4. FOLLOW THE INTERVIEWER'S LEAD:

- ☐ **DO** provide complete responses to interview questions.
- ☐ **DO** carefully listen to the complete question.
- ☐ **DO** anticipate questions interviewers are likely to ask.
- ☐ **DO** provide examples from your experience to reinforce your point and make YOUR interview memorable.
- ☐ **DO** have a questions prepared for the interviewer, but wait until the interviewer invites you to ask them.
- ☐ **DO NOT** give one or two word answers.

5. BUILD AWARENESS OF NON-VERBAL CUES:

- ☐ **DO** monitor your pace of speaking, not too fast or too slow.
- ☐ **DO** sit up straight or stand. If you are too relaxed it will come through in your voice and you want to sound energized and excited about the opportunity.
- ☐ **DO** have a mirror on the table, this allows you to monitor your facial expressions – including a smile – that will translate non-verbally over the phone.
- ☐ **DO 'Dress for Success'** – it will assist you to non-verbally communicate your readiness for the interview.