

TELEPHONIC INTERVIEW



INTRODUCTION

Telephonic interview is becoming more popular nowadays.

Thanks to the communication technology that helped people to get connected beyond geographical barriers.

Why telephonic interview ?

- The tremendous changes in technology.
- It is hard to arrange face-to-face interview of candidates of candidates stationed in distant places or in foreign countries.

TELEPHONE ETIQUETTE

- **SPEAKING** : Speak slowly and calmly into the microphone in order to be understood, speak clearly and do not chew gum or eat.
- **LISTENING** : Always turnoff all the background noise. Listen carefully to what is being said.
- **COURTESY** : Maintain a calm attitude throughout the conversation, end the calls with a polite comment such as “Good bye” or “Thank you”.

Telephonic interview is conducted mainly in the following circumstances.

- When the employer wishes to shortlist the candidates before the next round of interview, especially when the number of applicants are high.
- When the candidate is applying for an overseas job.
- When the communication skill of the candidate, not other personality traits, is important for the job.

Fixing up an interview

- There are different ways in which an appointment for the telephonic interview is fixed:
- The company *informs you in advance* the time when you would be called up on your number.
- The company makes a *surprise call*.
- *You call up* the company and initiate the interview.

PRE-PREPARATION

- Keep all your documents ready as a telephonic interviewer may call you anytime
- Select a quiet, private room with a telephone or cell phone in good working condition. Battery should be preferably fully charged.
- Prepare brief points that you would speak during the interview.

- Keep pen and paper ready near the telephone to jot down the important information that the interviewer provides.
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- Keep a calculator and a calendar ready.
 - Keep the job ad, the resume and the cover letter that you had sent in response to the advertisement.
 - Keep ready the information on the research you have done on the company.

- Keep a short list of questions about the job ready that you would like to ask the interviewer.
- Make sure that you do not receive other phone calls if you know when the interview is scheduled.
- Once you know the name of the interviewer, jot it down.

BEFORE TAKING UP A TELEPHONIC INTERVIEW

- Keep the resume in front of you
- Keep all of your employer research materials with easy reach of your phone
- Keep a notepad handy

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- Turn off your stereo, TV and any other potential distraction
 - Warm up your voice while waiting for the call
 - Keep a glass of water handy

DO'S

- Take telephonic interview as serious as a personal interview
- If the call is unexpected, ask for a reschedule. Its always OK
- You need to have enthusiasm and sound confident

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- Always put across the details of your experience, skills and your strong points
 - Answers need to be precise to the questions asked at the same time do not miss out on your strengths

DONT'S

- Avoid/minimize distractions
- Avoid using mobile phones
- If using a mobile phone do not switch on voice message

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- After a phone interview, send a thank you note by email that recaps your best selling points.
 - You can also follow up to know the result of the interview.

TIPS TO FOLLOW

- If the interview gives you a surprise call, avoid sounding perturbed
- Appear calm and greet the interviewer pleasantly
- Smile as you speak, as a smile helps you change your tone making it sound cheerful

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- Breathe deeply and relax
 - Speak slowly, clearly and with purpose
 - Avoid being loud or too soft
 - Be assertive and confident
 - End the interview in appropriate compliments
 - Be courteous and try not to interrupt the interview

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- If you cannot hear the interviewer clearly avoid saying 'I cannot hear you' or 'speak loudly'. Instead say 'I hope you can hear me clearly since you aren't audible to me'
 - Do not let anyone else guide you while answering

- Don't smoke, chew gum eat or drink anything when the interview is on.
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- Avoid mono answers- 'yes' 'no'.
 - Be natural and do not adopt any alien accent or style while speaking.
 - You won't generally be asked technical questions, focus will be more on communication skills

- ~~As the interviewer comes to a close, you may ask,~~
“ when am I likely to hear from you ? ”
- Do not hang up till the interviewer has done so first.
- Promptly send a follow-up/thank you letter, just as you would for a face-to-face interview.

THE FIVE P'S :

For successful telephone interview always be:

- Punctual
- Polite
- Professional
- Positive
- pro-active

ADAVANTAGES TO THE EMPLOYER

- Time and cost effective
- Can check on communication skills.
- Can test your ability with unexpected
- Can get a feel of the candidate.
- Can sometimes get to know the basic interest of the candidate and also whether she/he fits the requirement and get his/her feel

ADAVANTAGES TO JOB ASPIRANT

- **You can refer (quickly!) to your application form, take notes – even hold on to your teddy bear for moral support.**
- **You don't need to dress up or smarten up.**
- **You don't need to spend time travelling.**
- **Show talents in communication skills**

DISADVANTAGES

- You cannot be sure who is answering the interview (more so in the case of scheduled telecoms)
- They can seem to go very quickly
- Tech skills cannot be vouched for.
- Communication happens only through verbal means.
- Facial expressions, attire & body language

QUESTIONS TO EXPECT

- Tell me about yourself ?
- What do you know about the company ?
- What would you like to know about us ?
- Which companies have you worked for earlier ?
- Why are you leaving your current job ?
- What kind of salary are you looking for ?

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- Tell me three adjectives that describe you?
 - Tell me about a time you had to solve a problem using creativity ?
 - Do you have any questions for me ?

AFTER TELEPHONIC INTERVIEW

- After a phone interview, send a thank you note by email that recaps your best selling points.
- You can also follow up to know the result of the interview.

THANK YOU
