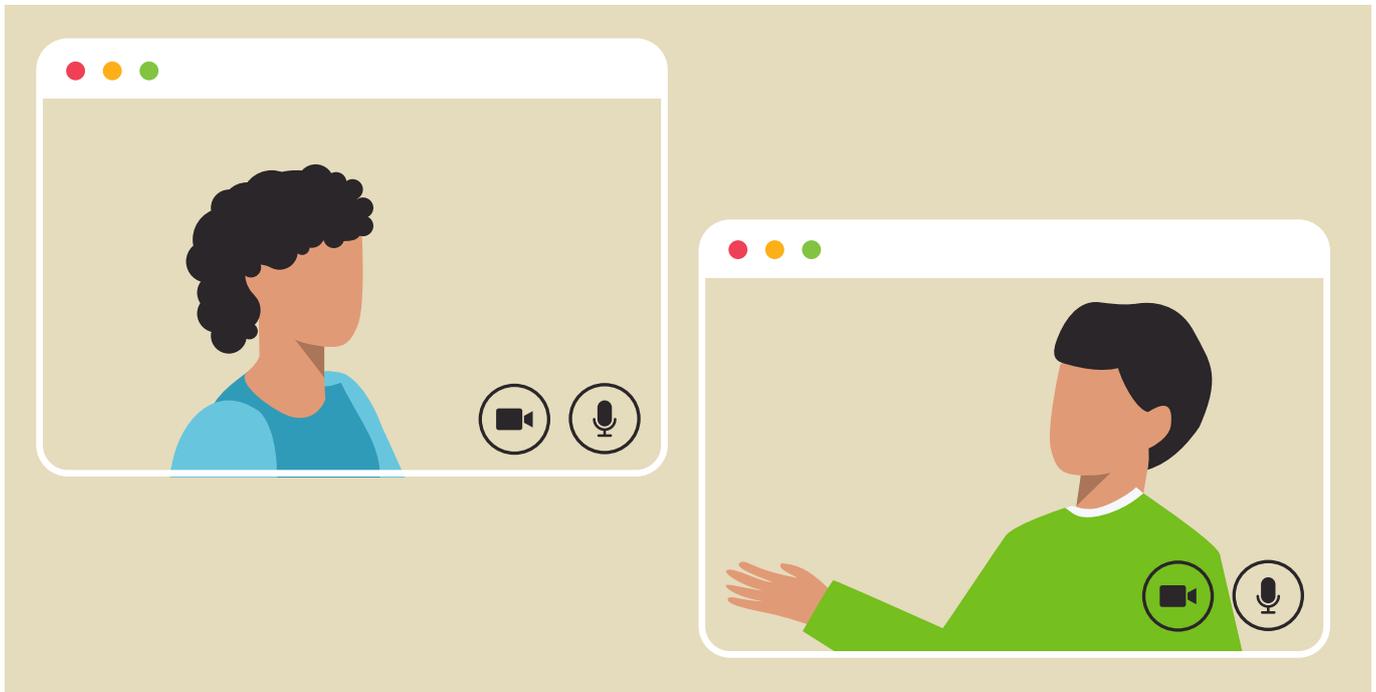




Interview skills for phone/skype/video



Before the interview

Set the environment

- Do everything you can to feel at ease. Remove distractions and eliminate background noise (for example pets or a radio).
- Have a glass of water nearby.
- Print out your CV and mark key parts that you want to highlight.
- Have a paper and pen handy, so you don't have to take notes on your computer, during the call – the keyboard clicks can be distracting for the interviewer.
- If your computer makes audible pings as you receive email, turn off the sound.
- If you'll be talking on a landline, turn off your cell phone.
- If you'll be talking on a cell phone, make sure it is fully charged.
- For Skype, check what the interviewer will see behind you. Make sure it's not distracting.
- For Skype, dress to impress just like you would for a face-to-face interview.
- Be ready 10 minutes early so you don't sound rushed.

Do your homework

- Thoroughly research the company and the interviewer as much as you can, just as if you were preparing to meet in person.
- Expect some variation on the question, "What do you know about us?"
- One of the nice things about a phone interview is that you can have your "cheat sheet"/information about the company in front of you.
- Compile a list of your strengths and weaknesses, as well as a list of answers to typical phone interview questions.
- Draw a line down the center of a piece of paper. On the left side, make a bulleted list of what the employer is looking for based on the job posting. On the right side, make a bulleted list of the qualities you possess that fit those requirements.
- Prepare your 60-second personal statement, including your strengths and accomplishments.
- Write at least five success stories to answer behavioral interview questions ("Tell me about a time when..." or "Give me an example of a time...").

Interview skills for phone/skype/video (continued)

Prepare answers & questions

careers.govt.nz – get help with job interview questions, answers and tips

Your answers and questions can make or break an interview. Design them with two goals in mind: To get the information you need to decide if you want to go further, and to show you are the right fit for the job.

Some example questions to ask the interviewer:

- How would you describe a typical day in this position?
- What is the typical work week? Is overtime expected?
- How much travel is expected?
- How many people work in this office/department?
- What are the prospects for growth and advancement?
- Are there any examples of a career path beginning with this position?
- If I am extended a job offer, how soon would you like me to start?
- What can I clarify for you about my qualifications?
- When can I expect to hear from you?
- Are there any other questions I can answer for you?
- Do you have a policy for helping new members of the team get on board?
- What are the biggest challenges of this job?
- What's the most important thing I should accomplish in the first ninety days?
- What is the company's management style?
- How would you describe this company's values?
- How has the company changed over the last few years?
- What are the company's plans for growth and development?
- What are the biggest rewards of the job and working for this company?
- What is the best part of working for this company?

During the interview

Listen carefully

- Usually, the interviewer will set the stage. They will talk about expectations, some information about the role, what it takes to be successful in this company and what the major challenges will be. Take notes so you are able to respond to all these points when it is your turn to talk.

- The theme of a successful interview is finding things that you have in common. Flagging those helps you bond with your future boss or the human resources manager. Look for ways to make these connections – for example, by saying, “Sounds familiar: We had a similar situation at company ABC. Here is what I did. And these were the results.”
- Be mindful of your body language in a Skype interview, look at the camera not the screen to maintain eye contact.
- Have good posture and relax your shoulders.

Talk skilfully

- When we are in front of someone, we can send and receive visual cues. On the phone, we must make a good impression purely with our voices. Drink as much water as you need, to avoid having to clear your throat. If you haven't talked in several hours, do some voice exercises before the call.
- Posture is important too and has an impact on your voice. During the call make sure you sit up very straight or sit comfortably where you can talk confidently.
- Smile as you speak. If you don't believe the difference this makes, test it by leaving yourself two identical voice messages – one with and one without smiling. During the phone interview, a good time to smile is when you talk about the work you've done, ask questions, or express your enthusiasm about the company.

End positively

- End the call on a positive note; say something like “Thanks for the call, I like what I heard and from this information, I am confident I could fill the role, I am very interested in this job and would be pleased to meet you in person. What is the next step?”

After the interview

- Be patient.
- Follow up one week later, and again after two weeks. Don't send more than two follow up messages.
- If you haven't heard back after three weeks, write one last reminder saying, “Dear [interviewer name], I was happy to talk to you on [date]. I am still interested in the job we discussed and would be welcome to speak further about the opportunity, or any other suitable positions that may come up.” After that, it's up to them.