



Phone & Video Interviews

Phone interviews can be deceptively tough. You can't impress them with your nice interview suit. You can't win them over with a confident smile. All they have to judge you by is the sound of your voice. Video interviews also offer some unique challenges including technology issues. With a little bit of preparation and planning, however, you can make your phone and video interview a success.

Prepare your mind and body:

- Prepare as you would for any other "live" interview. Anticipate which questions will be asked and practice answering them out loud.
- Make sure you do not speak too quickly (or too slowly or too quietly) and that you speak distinctly. You don't want an interviewer unable to understand your answer.
- Even for a phone interview, wear professional clothes - believe it or not, it will affect your performance!
- Make sure you've had a snack (so you won't be distracted by hunger) and that you've used the bathroom about ten minutes prior to the appointment.
- During the interview, smile! Interviewers will "hear" it over the phone and, of course, see it when you are doing a video interview.
- Don't tell jokes - on the phone, the interviewer can't see your body language so you run the risk that it may offend someone or that a sarcastic comment will be misinterpreted. Even when video interviewing, jokes can fall flat.

Prepare the environment:

- If you are using your cell phone, make sure you are in an area where you get good service (so the call won't be dropped), and that background noise is minimal.
- Eliminate all distractions. If you're at home, make sure pets are outside or in another room. Hire a baby sitter to watch your children. Don't have your computer or the TV on to distract you.
- Sit in a comfortable chair but don't recline - again, it will come through in your voice and your attitude.
- If phone interviewing, turn off call waiting or any other features on your phone that could interrupt or distract you.
- If video interviewing, test the equipment well in advance of your interview time and check the camera position.
- Have a glass of water handy in case you get thirsty.
- Make sure you can see a clock - if the interviewer has previously stated the interview will last 30 minutes, this will help you keep track of the time.

Prepare your materials:

- Make sure to have a copy of your resume, transcript and list of references in front of you during the interview.
- If the interview is the result of your response to a job posting, have a copy of it in front of you.
- Have your list of questions for the employer written down and ready to ask.
- Have a pad of paper available to jot notes during the interview.

At the conclusion of the interview, thank the interviewer for their time. Follow up with a thank you letter, just

as you would for an in-person interview.

Remember, the Career Services has a room available for phone calls and for video interviewing. You may schedule this room for interviews by emailing us a request at lscs@lclark.edu.