

## **8 Telephone Interview Preparation Tips**

### **TELEPHONE INTERVIEW BACKGROUND**

Telephone interviews are quite common in today's job market. They are offered for a variety of reasons including cost savings, screening of candidates and out-of-town applicants. To successfully navigate the phone interview, it is important to have a solid game plan in place for preparation.

*The following 8 quick **telephone interview tips** will help prepare you for a successful call.*

#### **1. DO YOUR RESEARCH**

Try to find out the individual(s) who will be interviewing you. Will there be multiple people on the call? If possible, get their names and titles. Become familiar with these before the call and you will have one less thing to worry about during the call. If possible, try and get some background on the interviewer. Any insight you can gain about him/her, will allow you to better tailor your responses to make the best possible impression.

#### **2. ORGANIZE YOUR THOUGHTS**

Have your Resume or CV in front of you. If you don't, make sure you at least have a list of your accomplishments, goals and strengths written down in front of you. On another list, write out your weaknesses and what you are doing to overcome them. On a third sheet, write down why you are interested in the hospital &/or organization. Think carefully about all of these items as they often come up in interviews. Also, have some warm tea, coffee, or room temperature water while on the call (this will help to relax your vocal cords because you'll probably be doing a lot of talking).

#### **3. PRACTICE, PRACTICE, PRACTICE**

Never forget that a telephone interview is still an interview. Take time to practice interview questions with someone (e.g., friends or family). Ask them to provide honest feedback so you can improve your responses.

#### **4. DO A SOUND CHECK**

During the mock interview, have your friend or spouse ask you questions both over the phone and in person. Make sure that he/she listens not only for content, but also tone, rate and clarity of your speech. If possible, record yourself speaking. Are you speaking slowly and clearly? Can you easily be heard? Is your voice portraying you as a confident and enthusiastic candidate? If not, continue to practice until you are comfortable.

## **5. FIND YOUR LOCATION**

Stake out a quiet space to occupy during your interview. If at the office, make sure that other peers, or staff are not to interrupt you during the phone interview (Please Note: Too many interruptions can be portrayed that you are uninterested). Ideally at home, there should be a comfortable place to sit as well as a table to lay out your papers (or stand if you feel more comfortable). Find a low-traffic spot where members of the household are un-likely to disturb you (i.e., away from the barking dogs, talking birds, etc).

## **6. ORGANIZE YOUR PAPERS**

Have a hard copy of your Resume close at hand, and take out those lists you made while organizing your thoughts (refer to section 2 on page 1). In addition, keep any notes related to the facility &/or healthcare organization that you feel might be helpful during the call. Spread these items out across your table so they are easy to access and only keep what is truly necessary (i.e., too much paper can be a distraction).

## **7. GATHER YOUR WRITING TOOLS**

Place a notepad and several pens or pencils on the table. These will be helpful in writing down notes, questions/comments, and most importantly, your interviewer's name(s).

## **8. ELIMINATE DISTRACTIONS**

As the appointed hour draws near, make sure that the television &/or the radio are turned off. Exit your email and turn off your computer screen. If possible, disable your call-waiting, and let your peers, staff, family, roommates, etc. know about the timing of the interview so they do not accidentally disturb you (e.g., this also includes any favorite dogs, cats, etc. that could distract you during the call). If needed, place a 'do not disturb' sign on your door as a gentle reminder.

## **CONCLUSION**

Following these 8 basic tips, you're making a great impression by placing genuine importance of the phone call, and on your way to the onsite interview. Remember, the phone interview is very important and you should plan and prepare for it carefully.