

Talking Points: How to Ace a Phone Interview

PHONE SCREEN BASICS

Who will you be speaking with?

- Depends on size of company
 - Questions for recruiter/HR will be different than for Hiring Manager-confirm the role of the person you are speaking with at the beginning of the call and adjust level of technical detail in answers.
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How is a phone screen different than an interview? What is the typical agenda/purpose?

- Attraction to company – show you have done your research.
 - Attraction to the role – what are your motives for making a change?
 - Fit with culture
 - Fit with manager’s leadership style
 - Determine skill fit/gaps with job description
 - Salary Requirements
 - Long Term Career Goal Alignment and retention factor – Does the company have growth opportunities that align with candidate expectations?
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BEFORE THE PHONE SCREEN

How to Prepare

- Schedule it! Then, ask them how much time they have set aside for the call.
- Do your research:
 - Know the mission statement
 - Check up on the company’s social media presence
 - Be familiar with the role you’ve applied for
 - Check salaries for similarly situated roles
- Set up your space:
 - Create quiet space with no background noise or distractions
 - Take the call from somewhere you feel comfortable

- Make sure you have a good connection
 - Dress up – it shows
 - Know your content:
 - Have the job description and your resume and cover letter in front of you
 - Determine what STAR stories you will share for questions on experience for role
 - Have prepared list of questions you will ask at the end
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DURING THE PHONE SCREEN

How to assess fit for role and position yourself to move forward in process

- Show your energy:
 - Smile
 - Be professional but authentic
 - Use your notes and rely on the job description in front of you.
 - Have questions ready that demonstrate you are being selective about both role and organization and you have a career path.
 - Get clarity around the hiring process – how many steps over what period of time.
 - Let the interviewer know if you are a candidate on other roles and ask if it is ok to check in with them if you are a finalist.
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AFTER THE PHONE SCREEN

Best ways to follow up

What you do after the phone screen really matters in the process. Show you care by following up with the interviewer.
