

Phone and Video Interview Tips

Telephone

- If you don't already have the interviewer's name and phone number, ask for it at the beginning of the phone call. In the event the call is disconnected, you can promptly call him or her back.
- Check audio quality. Unless you have a high-quality speakerphone, avoid using one. If using your cell phone, make sure reception is clear and that you are not in a "dead zone."
- If you have call waiting, disable it to avoid distracting tones.
- Eliminate background noise and interference which can serve as a distraction to both you and the interviewer. Find a quiet space where you can talk without interruptions.
- Make a connection and build rapport early on in the conversation. Be mindful of vocal tone, pitch, volume to convey energy and enthusiasm. Stand, rather than sit, to help with voice quality.
- Though you won't be seen, wear professional attire to boost confidence and poise.
- Be prepared with a copy of the job posting and your notes. Create brief bullet points that will serve as memory joggers and prompts.
- Have your calendar accessible in the event you are asked for a follow-up interview.

Skype/Virtual Interviews

- Though many of the phone interview tips also apply to video interviews, below are several others that specifically address Skype/video calls.
- Prepare your technology. Most new computer models are equipped with webcams. Test your webcam before your interview. That way, if the video quality is sub-standard you will have time to make arrangements for a better camera.

- Determine whether you need to download additional software. Depending on the video platform the interviewer will use, you may have to install additional software (Skype, for example).
- Dress for the camera. Dress as you would for an in-person interview; avoid busy patterns and choose clothing that is in keeping with your professional image.
- Think about the background. Is the room you are using free of clutter and distractions? Address any lighting issues, such as unwanted shadows on your face or backlighting. A neutral-colored wall and office-like environment work best.
- Do a dress rehearsal. In addition to making sure that your technology works beforehand, it may be helpful for you to have a mock interview with a friend via webcam. This can help you adjust your volume, lighting and other issues to ensure the interviewer sees a clear image and can hear you well.
- To give a sense of eye contact with the interviewer, look at the webcam when you are answering a question. When the interviewer is talking, it is entirely appropriate to view his or her image on your computer screen.
- Video interviews are on the rise, so it makes sense to become comfortable with this medium to ensure that you have a successful experience.