

## Telephone Interviews

Some companies use telephone interviews to draw up their shortlist so it is worth giving some thought to how you would cope with this technique.

In many ways you need to be prepared for a phone interview in the same way as you would for a face-to-face interview.

In this instance it is particularly important to think of some questions that you want to ask the interviewer. You should also try and ensure that you have some privacy - so try and find a quiet phone that you can use and where you won't be disturbed and then you need to get yourself into interview 'mode'.

The most common mistake for telephone interviewees is answering questions too quickly. Although silences on the telephone feel much longer than they really are, it is so important to consider your answers.

Try and imagine you are sitting in front of the interviewer and use facial expressions as you would in a one to one interview because your attitude and frame of mind are always reflected in your voice - so don't forget to smile and be positive.



**"Thank you for calling Customer Service.  
If you're calm and rational, press 1.  
If you're a whiner, press 2.  
If you're a hot head, press 3...."**