



D3 Phone Interviews Tips

Employers use telephone interviews as a way of identifying and recruiting qualified candidates for employment. Phone interviews are often used to screen candidates in order to narrow the pool of applicants who will be invited for in-person interviews at a later date/time. They are also used as a way to minimize the expenses involved in interviewing out-of-town candidates, or as a way to lessen the inconvenience on a “passive” candidate who is employed in a full time position.

While you are actively job searching, it is important to be prepared for a phone interview on a moment's notice. You never know when a recruiter or a networking contact might call and ask if you have a few minutes to talk.

Phone Interview Preparation

Prepare for a phone interview just as you would for a regular face-to-face interview. Compile a list of your strengths and weaknesses, as well as a list of answers to typical telephone interview questions. In addition, plan on being prepared for a telephone conversation about your professional background and requisite skills.

- Keep your resume in clear view, on the top of your desk, or tape it to the wall near the phone, so it's at your fingertips when you need to answer questions asked by the interviewer.
- Have a short list of your accomplishments available to review.
- Have a pen and notepad available for jotting down notes.
- Turn call-waiting off so your telephone call isn't interrupted.
- If the time is not convenient, ask if you could talk at another time and suggest some alternatives.
- Clear the room - evict the children and all types of pets. Turn off the stereo and the TV. Close the door.
- Unless you are sure your mobile phone service is going to be crystal clear, consider using a landline rather than your mobile device to avoid a dropped call or static on the line.

Practice Phone Interviewing

Talking on the phone is not as easy as it seems. D3 has always found it is helpful for candidates to practice. Have a friend or family member conduct a mock interview and tape record it so you can see how you sound over the telephone. You will be able to hear your "ums" and "uhs" and "okays" and you can practice reducing them from your conversational speech. Also, rehearse answers to those typical questions you will be asked by the interviewer over the telephone.

During the Phone Interview

- Do not smoke, chew gum, eat, or drink beverages during the phone interview.
- Do keep a glass of water handy, in case you need to wet your mouth.
- Smile. Smiling will project a positive image to the listener and will change the tone of your voice.
- Speak slowly and enunciate clearly.
- Use the person's title (Mr. or Ms. and their last name.) Only use a first name if they ask you to.
- Avoid interrupting the interviewer.
- Take your time – it is perfectly acceptable to take a moment or two to collect your thoughts.
- Give short and precise answers to the questions asked.

- D3 strongly advises not to reveal your salary expectations during a phone interview. This is a common ploy by recruiters and they want to box you into a number as early as possible. If you hear something along the lines of, “What are your salary expectations?” Then simply respond with, “Well, I think we’re a little ways from having that chat, but if it seems like a good fit for the both of us, then I’m sure salary won’t be a problem.” If they push further, then just insist that you cannot give a number until you meet your co-workers, visit the firm/company, and have a better idea of what the job requirements will entail. Tell them that you are simply not comfortable revealing a salary figure/number until you can see the full picture.

Remember your goal is to set up a face-to-face interview. After you thank the interviewer, ask if it would be possible to meet in person in the coming days.

Phone Interview Etiquette

- Remember, phone interview etiquette is just as important as in-person job interview etiquette when it comes to getting hired. That is because, regardless of how you interview, a successful interview will get you to the next stage of the hiring process with prospective employer.

After the Phone Interview

- Immediately after concluding your phone interview with a prospective employer, craft notes about what you were asked by the interviewer and how you answered.
- Remember to say "thank you." Follow up with the employer with a brief and concise thank you note or email which reiterates your interest in the available position.

Additional D3 Information

For additional information and insight concerning phone interviews, please consult with a D3 representative. As industry leaders in legal staffing, we pride ourselves on offering our expert commentary and analysis of a wide range of subjects affecting a candidates’ employment search. www.d3search.com