

## PHONE INTERVIEWS

As more organizations try to manage recruiting costs, phone interviews have become more popular. Interviewing on its own can be a scary proposition, but add the challenge of communicating on the phone and good interview skills and tips for communicating on the phone become essential for success.

Do you know the words you use account for only 7% of your communication?\* Your vocal tone is a mere 38%. Yet, body language makes up 55% of communication, and therefore, you are at distinct disadvantage on the phone.

Here are some tips to help you communicate more powerfully and effectively on phone interviews:

- Dress for the interview. You don't have to put on a suit, but get out of your sweats and PJs. How you dress will affect your attitude.
- Stand up; you will breathe from your diaphragm and speak more powerfully.
- Hold the interview in front of a mirror to watch your posture, facial, expressions, and gestures. Emit enthusiasm and positivity over the phone.
- Smile! It sounds corny, but people can hear you smiling. There's a natural lift to your voice when you smile.
- Have your resume and cover letter available for reference.
- Keep other important information next to you: employer research folder, a notepad/pen to take notes, your calendar to schedule the next interview, a list of points/specific achievements you may want to mention, and questions to ask.
- Remove all distractions. Be in a quiet, calm environment. Turn off call waiting, stereos, and televisions.
- Use a land line, if possible. Career Services has two interview rooms with land lines that you may schedule for phone interviews, if you would like.
- When the employer introduces him/herself, write down his/her name and use it in your responses. Don't overuse it, but make the call personal.
- Listen carefully and do not rush. Try to remain relaxed, speaking exactly as you would in an interviewer's office.
- At the conclusion of the interview, express your appreciation for the opportunity and ask about the next step in the process.
- Follow up with a thank you note/email.

\* According to research by Dr. Albert Mehrabian, author of [Silent Messages](#)