



Telephone Interview Advice

Have you been asked for a telephone interview but do not know what to expect or how best to act? Follow our telephone interview tips below to give you the inside edge and boost your chances of success.

If you are well prepared for a telephone interview, you will have the advantage of having notes right in front of you, whilst being in the comfort of familiar surroundings. Most of the tips about preparing for and handling a telephone interview also apply for in-person interviews but there are a few extra things you can do for the telephone interview.

See below for our Top Ten Telephone Interview Tips:

1. **Be prepared.** Have your CV and any other notes to hand. Be sure to research the company / hospital fully prior to the interview as you may be assessed on what interest you have shown in the hospital / employer. The internet is a fantastic source for this type of information, so use it.
2. **Don't smoke or eat during a telephone interview.** Is there anything more annoying than listening to someone eating while they talk to you on the phone? Give the interviewer your undivided attention. You wouldn't do these things at an in-person interview, so don't do them over the phone. Have a glass of cold water to hand but avoid hot drinks!
3. **Smile and be positive!** They won't be able to see you, but interviewers will know if you are smiling. Smiling brings out the positive aspects in your voice and will make you sound confident and assured. Creating a good impression can work to your advantage if it comes to a close decision. Remember the interviewer is more likely to want to work with you if they perceive that you will fit well into their team and contribute positively.
4. **Dress appropriately and sit up straight.** Sound strange? Your mental mind-set is important. You are more likely to conduct yourself in a professional manner if you act like you are at an in-person interview than if you are laying on your bed in your pyjamas!
5. **Practice your answers to likely questions.** This will help you see how you sound over the phone and whether your voice shows interest and enthusiasm, or whether it is a dull monotone that will put the interviewer off. If you have a tape recorder, you could use it to help you.
6. **Answer questions with reasonably concise answers.** Shorter sentences are more easily understood over the phone than long ones. They also give more opportunity for interchange between you and your interviewer, which helps both of you maintain interest.
7. **Restate the question.** If you haven't fully understood a question, go over it with the interviewer to check your understanding. This will give you time to prepare an answer and prevent long silences on the phone. Dead space is much more noticeable on the phone than at an in-person interview. Don't do this too often though, as the interviewer will quickly become tired of having to repeat questions.
8. **Answer questions courteously.** A note of irritation or frustration in your voice is much more noticeable over the phone and can't be offset by positive body language. Try to sound relaxed and confident. See note 3.
9. **Prepare your own questions.** At the end of the interview consider asking one or two that have not been brought up. These questions should be job or company related.
10. **What can I do for you?** Good outcomes are generally driven by applicants who are focused on what they can bring to the job. Those who concentrate on "What's in it for me?" tend to be viewed less favourably. Avoid questions on pay and benefits at this stage as you will be better placed to negotiate these, once you have been offered the job.

Most importantly, be yourself and good luck!