



Top 5 Tips for a Telephone Interview

1. Listen!

Listening is the most popular piece of advice given by recruitment interviewers and interviewees alike. Because you can not pick up on the visual clues available in a face-to-face interview, active, concentrated listening is vital to your success in the interview. In addition to listening carefully for content (so you can answer the actual questions asked) listen out also for the interviewer's tone, pace, language patterns and key words (especially if they also reflect language you have picked up from the company website).

2. Speaking mechanics

Speak confidently and purposefully, avoiding 'erms and errs'. Speak 10% more 'assertively' and 10% slower than you would in a face-to-face interview. When you think you need a moment to gather your thoughts before replying, build an appropriate positioning phrase before you answer.

Answer questions succinctly with simple sentences. Always ask if the answer is sufficient or if the interviewer wants you to go into more detail. Avoid launching into detailed, rambling answers to demonstrate your knowledge.

3. Manage the connection

Use a quiet place for the call. Use a landline as a preference. If this is not possible make sure you are in a good reception area (Call a friend first and ask how you come across), make sure your battery is fully charged!

4. Stand up

Not only does it affect your physiology, breathing and energy transfer; it can also positively impact your psychology.

5. Wear the clothing you would for a face-to-face interview.

Riches Consulting has significant strengths in strategy, structure, culture and capability. So, if you are feeling in need of help on any of the points in the checklist please don't hesitate to ask.

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