Checklist for Phone Interview Preparation

# Voice and Speech Patterns

* SMILE - it comes through in your voice!
* Pay attention to your posture – Sit up straight or stand. Your voice tends to project more clearly and with greater energy when you stand.
* Maintain a slightly slower pace of speech than for a face-to-face exchange.
* Avoid monotones! Use voice tone and inflection to convey energy, enthusiasm, and emphasis, since the interviewer can’t see your body language.
* To avoid making your resume walk a monologue, periodically use the interviewer’s name.
* Be sure to relate your skills to the company and position during your resume walk.
* Use phrases like “I see,” “OK,” and “Yes” periodically to signal the speaker that you’re engaged and understand what they’re communicating.

# Use of Silence

* When there’s too little silence:

- Conversation flows too quickly – not a comfortable pace.

- Interviewer/caller has difficulty “absorbing” main points.

* When there’s too much silence:

- Conversation can be awkward.

- One or both parties may be left wondering if the other is still listening—or got   
 disconnected!

* So WHEN and HOW should silence be used?

- Pause after important points for emphasis.

- Allow the listener enough time to absorb essential information and take notes.

- Give yourself time to formulate a thoughtful response to difficult questions.

**Projecting Confidence and Poise: Preparation is the key!**

Items to have with you during an phone interview:

* Resume & cover letter you sent to that individual
* Interview preparation notes—your 30-second introduction, information concerning the contact, points to make regarding your background/experience, etc.
* Notes from company research
* Questions to ask your contact

**Wrapping Up the Call: Your Concluding Comments**

* Summarize or restate your unique selling proposition and why you wish to join their company.
* Thank the interviewer for their time and inquire about the next steps/timeframe for making a hiring decision.