

Preparing for telephone and video interviews

Top tips for telephone interviews:

- Treat phone interviews like a regular interview
- You may be using your mobile phone, but this isn't a chat with your best mates. You still want to make a good impression.
- Research the job and employer
- Show the employer you really know what the job involves and what the company wants to achieve. This will help you shine in your interview.
- You can research the role by reading through the job description. You can even print it out so you can use it to refresh your memory during the job interview.
- See what the key skills and requirements are for the job. Then you can use the phone interview to show you have the skills and meet the requirements.
- Keep your CV nearby during your phone interview and you won't have to worry if your mind goes blank. It will help you remember your past work and education experience, and what you've achieved in any work done so far.
- Prepare any questions you want to ask.

If the interviewers ask if you have any questions, it's important to be prepared. Some good questions to ask are:

- Can you tell me more about what work I would be doing?
- What personal qualities are you looking for?
- What do people like best about working for this company?
- What are the next steps in the interview process?

Questions like this show you have a professional attitude and you care about the job.

How to prepare for a video interview:

The COVID-19 pandemic has forced lots of businesses to work from home and therefore video interviews are becoming a popular way for employers to interview candidates.

It is important to prepare as if it was a face to face interview.

- Get everything ready before the interview. Is your mobile, laptop or tablet fully charged? Do you have good reception or internet connection? Prepare in advance to make sure technology won't let you down.
- Find out what video product the employer wants you to use. Microsoft Teams, Skype, Shortlist or Jobvite are some examples. Download the software in advance and make sure you are using a professional name and photo when setting up your account.
- It is helpful to practice the interview, either solo or with a friend. This will help you check the sound and video quality and if you are unable to use the product the employer has suggested. If you do have difficulties it is important to let the employer know in advance so that you can make alternative arrangements.
- Set the scene for your video interview, remember first impressions count. Find a quiet and clean place indoors with a good connection. Many devices allow you to apply a blank background so that you can cover up your surroundings.
- Pick a quiet spot for your interview so that you won't be disturbed by children or pets for example. Make sure your TV, radio and washing machine are turned off/
- While you aren't meeting someone in person, it is still a good idea to wear appropriate business clothing so that you look smart and professional.

During the video interview: Communication is key

- Make the interviewer's face the main focus on your screen so you can share friendly eye contact
- Speak clearly and not too fast.
- Slow wifi connection? Don't panic. Video interviewers understand this– just explain the situation
- Try to feel relaxed – video interviews are just another way to talk to someone.

For more advice or information on interviews contact Hounslow Connexions Service on 020 8583 5151 to arrange a telephone appointment with a qualified Adviser.