

# **SOCIAL SERVICE** **PROFESSIONALS** Guide to...

## **Acing the Phone Interview** *presenting your best self over the phone*

When interviewing over the phone, seconds count. A good interviewer can usually make an accurate assessment about you within seconds of starting a conversation.

Words make up only 7% of what is communicated - even over the phone. Non-verbal communication - tone, inflection, attitude - make up 93% of communication. Think about it - you can tell when someone is bored, distracted or disinterested - just by listening.

**The purpose of this phone interview is to advance your career. Give it the time and attention it deserves.**

Some applicants make the mistake of thinking that all the information needed for someone to make a hiring decision is on their resume. They don't realize that the phone interview is THE time to sell yourself! The interviewer has reviewed MANY resumes; don't assume they know everything about you just because they've already seen your resume.

To win over the heart and mind of your phone interviewer, keep these tips in mind:

**Be prepared** Just like prepping for a face-to-face interview, take time beforehand to learn about the company. Be ready with a few questions of your own about the job and expectations.

**Know your resume** Be ready to talk about the highlights of your work experience and explain how you think you would be a good fit. Explain yourself; give more than 1-2 word answers.

**Get in the mood** Phone interviews are typically pre-arranged to work around your current schedule. Carve out a few minutes beforehand to clear your mind of the day's issues and mentally prepare to present your best self.

**Don't multi-task** Stay focused. Don't drive, check texts and emails or shuffle papers during an interview. If you wouldn't do it in a face-to-face interview, don't do it during a phone interview.

**Limit background noise** Conduct your phone interview in a quiet place. Children playing, dogs barking, the washing machine or microwave - all these sounds can be distracting and can help you lose focus.

**Cell phone or landline?** Cell phones offer portability but sometimes at the expense of sound quality. You don't want to deal with static or a dropped call. If you have an option, conduct a phone interview over a landline.

**After the interview** Let us know how it went! If you think of any questions or comments, let us know and we'll be happy to relay the information for you. Give us feedback at 909-989-5699 option 8 or email [swjobs@swjobs.net](mailto:swjobs@swjobs.net).