

## THE PHONE INTERVIEW COACHING TIPS

Basic thoughts on the step in the interview that we've all come to view as a necessary evil in today's job market – the PHONE INTERVIEW!

Here's a few points to consider:

- As simple as it sounds, if you are doing the call on your cell phone make sure you have great service – not good or OK service – GREAT SERVICE for the call. Some things are outside of your control, but do all you can to make sure you're in an area that has GREAT SERVICE
- Make sure your phone is completely charged
- If you're using a headset, make sure it's a good quality headset and not a sporadic wireless headset
- Remove yourself from any area with screaming kids, loud music or noise, barking dogs, etc.
- Physical demeanor plays heavily into how we come across over the phone. Studies show that if you are standing up and talking, your brain functions anywhere from 25-50% better depending on each individual
- Stand up and walk around if possible. DO NOT sit down with your feet propped up on a desk or ottoman. Again, as simple as this sounds, that comfortable, laid-back demeanor comes across in the call
- Smile while talking – that comes across in the conversation
- Have something to write on and write with. Take notes. Reiterate key points as they are discussed to ensure you understand what's expected and to let the interviewer know that you're engaged in the conversation
- Have three to four questions planned out to ask during the discussion. Those questions should not have anything to do with compensation, benefits, work schedule, hours or PTO. This is a get-to-know-each-other discussion so keep things at a high level vs. getting in the weeds. The goal of this step is to get to the next step – a face to face meeting. You're not trying to get an offer at this stage – you're just trying to get to the next step.
- Some questions you could ask include:
  - What are some of the technical and non-technical traits or characteristics you've seen in people that have allowed them to excel in this role in the past?
  - What are typically the biggest challenges that a new person faces in their first three to six months?
  - What are the typical first year goals and expectations for someone like me coming into the firm?

- Make sure you've done research on the firm, the position and the person you're interviewing with prior to the call.
  - Review their website
  - Review their LinkedIn company page
  - Review their information on Glassdoor, Google, Indeed. Take that information with a grain of salt, but it will at least give you an understanding of some basic feedback on the firm
  - Review the details of the job you'll be discussing
  - Review the interviewer's LinkedIn profile. Look for similarities, i.e. college, hometown, companies they've worked for, personal interests, etc.
  - You may get the proverbial "so, tell me what you know about our firm?"
- If asked about compensation, let them know that at this stage of the process you're more focused on opportunity, growth, environment, culture and finding a place where you can learn while bringing value to the firm.
- Express interest. You can always bow out if you decide you're not interested later, but it's always nice to be the one saying "no" versus the one being told "no."
- Framework for a possible closing could look like this - "Based on the research I've done prior to our call and then what I've learned today, I'm definitely interested in moving forward in the process. I will do all I can to be as flexible as possible to come in and meet with you and your team."
- Ask the interviewer for a good email address in case you have a follow-up question after the call ends.
- Follow up the call with a Thank You email within 6-8 hours of the call ending. Do not let the day pass/close without a quick thank you being sent. Put your pride/ego aside and have at least one other person read your Thank You note to ensure it is clear, concise and grammatically correct.