HOW TO HANDLE A PHONE INTERVIEW

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Objectives

1. Model and discuss what to do and what not to do to succeed in a phone interview.
2. Identify some common interview questions.
3. Explore different strategies for managing a phone interview versus an in-person interview.
4. Define the different types of phone interviews.
5. Practice the interviewing skills you learn.
We’re going to start with an example.

As we are going through this example, we will be seeking your feedback after each question about what went well and what ways I could improve.
Job Posting:

College Recruitment Team Member

Future Leaders Business Solutions is one of the world's leading business connection companies. FLBS focuses on helping organizations address their recruitment challenges effectively. FLBS has over 3,000 of the world's best-trained corporate recruiters in 50 countries, with 2,000 employees in North America alone. FLBS maintains connections with over 150 North American college campuses and 500 different business or corporations, ranging from large global corporations to small local businesses, and acts as the link between the two, connecting skilled job-seekers to businesses in need of hiring.

FLBS seeks a College Recruitment Team Member for North America to join our dynamic team. The position will be based out of Edison, New Jersey.
Let’s take a look at the handout.
Personal Preparation

- Smile
- Get dressed up
- Stand up
- Keep water nearby
Environment

- Noise
- Do not use a cell phone
- Be aware of what’s behind you (for Skype)
- Silence your cell phone
- Remove distractions
Interview Management

Keep on hand: Notes, your resume, paper & pen, their website
Interview Management

- Don’t interrupt
- Prepare questions
- Ask for clarification
- Pause before you answer
Tell me about yourself...

- Many are unsure of how exactly to answer
- It is still an interview question
- Focus on skills or attributes that fit the position
- Show your goals, direction, and purpose as it relates to the position
What are the three most important things you want to convey in the interview?

- Focus on skills necessary for the position.
- Highlight your strengths.
- Anything creative, unique, or different that will help you stand out.
Practice Exercise

- Find a partner
- Select five questions from the “Common Questions” portion of the handout
- Each person will have:
  - 5 minutes to ask/answer the questions
  - 2 minutes to discuss
    - what went well
    - what are some areas for improvement
- Then switch
Practice Exercise

- By a show of hands, who found this activity easy?
- Who found it difficult?
- What worked well for you (your experience, not your partner’s)?
- What were some areas you found you could improve upon?
Resources: Career Center

The Career Center website offers a variety of great resources
www.ncsu.edu/career

The Career Center website is also listed on the handout under “Websites”
Interviews

Interviews are your opportunities to shine!
Help an employer get to know you and what you have to offer. Employers will evaluate you on the following criteria.

- Can you do the job? (credentials)
- Will you do the job? (motivation)
- Are you a good fit? (chemistry)

Get started

- Know what employers look for
- Use the interview checklist
- Watch a quick start video
- Refer to the Job & Internship Guide
- Arrange a practice interview
Resources: Group Interviews

What’s different?
- Group introduction at the beginning
- Possible confusion of who is speaking
- Difficulty hearing someone

What’s the same?
- Questions may be similar
- Focus on answering the questions
- It is ok to ask someone to repeat a questions or explain you cannot hear them
Resources: Academic Interviews

1. Tell us about your research
2. Tell us about your teaching experience
3. How will you support our university’s mission?
4. What attracted you to our university?

Resources
- chronicle.com
- higheredjobs.com
Resources: Ambush Interviews

- When an interviewer calls unexpectedly and asks for information.
- It usually begins with: “While I have you on the phone…”
- It's ok to say ask to set up a time to have a formal interview
Google is known to have some unique questions in their interviews you may not be expecting

- Four people need to cross a rickety bridge at night. Unfortunately, they have only one torch and the bridge is too dangerous to cross without one. The bridge is only strong enough to support two people at a time. Not all people take the same time to cross the bridge. Times for each person: 1 min, 2 mins, 7 mins, and 10 mins. What is the shortest time needed for all four of them to cross the bridge?

- Common in technology jobs, but becoming used to illustrate creativity and problem solving
What’s next?

Send a thank you note
- Handwritten
- Email
What’s next?

Reflect
Thank you

- Make sure you signed the sign in sheet
- Please fill out the evaluation before you leave
- For more great Professional Development Seminars visit go.ncsu.edu/PFL