

TELEPHONE INTERVIEW AND TECHNIQUES

IF YOU HAVE POSTED YOUR RESUME ON CAREER BOARDS, YOU SHOULD BE EXPECTING A TELEPHONE CALL.

For starters: *If an employer calls you at an undesirable time, i.e. while driving, or if you are home with a sick child; you may not be ready to conduct a phone interview. Politely ask the employer if you can call him/her right back in 30-45 minutes. Be sure to call the employer back at the scheduled time. This will allow you time to organize your materials and your thoughts. Remember, when you call the employer back, have ready:*

- A Pen, paper, and a calculator
- The job ad and your résumé.
- A list of your accomplishments, if applicable.
- A calendar in case the employer asks to schedule an in-person interview. The calendar will allow you to confirm your dates. At this time, you want to be honest if you cannot interview on a specific date.
- If you conducted some research on the company and you found press releases or you learned that the company is coming out with a new product/services, be ready to talk about your findings.
- Finally, turn off the radio and TV. If you are using your cell phone and another call comes in during the interview, **DO NOT PLACE THE EMPLOYER ON HOLD...THIS CALL IS MORE IMPORTANT.**

Techniques of a professional:

- Smile-it comes through the phone.
- Speak directly into the telephone, avoid using the speakerphone.
- Do not smoke, chew gum, eat, or drink anything while talking on the phone.
- Stand up while speaking, your voice projects stronger.
- Avoid the ah, er, hum-this habit is especially noticeable on the telephone.

To gain a winning edge during the telephone interview:

- Confirm the caller's name and company, immediately ask the caller for his or her telephone number in case the call gets disconnected.
- Pace the call, let the caller do most of the talking without interruptions.
- Use the technique of repeating or re-phrasing questions. It tells the caller that you listened carefully, this also gives you time to think.

Never initiate compensation or benefit during a telephone interview. If the employer asks what type of salary are you looking for and you are not sure of what the job requires this is how you could respond:

Mr. Smith, thank you for the question. I can honestly say that I do not know enough about the job responsibilities to give you an accurate salary figure, at this time. However, knowing that this opportunity seems to be in direct alignment with my goals, I believe a personal interview would re-affirm my interest and qualifications for this position. Then, express your interest in the job and the company. Finally, say that you would appreciate the opportunity to talk about the job further in person. Final points to remember: Thank the caller, and write down the caller's full name, title and confirm the email address.

For additional training, you may contact Dr. Kerrie Mayberry at 678-862-3565 or email at visionary4life@yahoo.com

REMEMBER TO SHOW SOME ENTHUSIASM WHILE ON THE PHONE!!!!!!