



Interview Tips

Phone and Video Interviews

Phone Interviews

- Use a land-line if possible, or ensure you are in an area with reliable cell phone reception, to avoid potentially dropping the call
- Make sure you and the interviewer(s) can hear each other
- Allow for a brief pause after the employer asks a question to ensure they have finished speaking
- Ask for clarification or for the question to be repeated if necessary

Video Interviews

- Look directly at the camera, not the screen
- Avoid tapping or shuffling – microphones can pick up background noise
- Use a headset if necessary
- Ensure your surroundings are clean and professional

General Tips

- Dress up – this will put you in a professional mindset
- Limit the amount of notes you have to refer to – use this information for reference but don't read from a script
- Confirm logistics in advance – who is contacting whom, when, and how
- Test your technology in advance
- Find a quiet, private place for your interview
- Turn off or mute all electronic distractions (e.g. cell phones, computer notifications)
- Have a copy of your resume and the job description
- Ensure you have a professional Skype name and voicemail message
- Record the names of the interviewers
- Jot down key words when being asked questions
- Rephrase questions to ensure you understand
- Smile – you'll sound more confident and relaxed

Preparing for a Phone or Video Interview

Phone and video interviews are becoming much more common. You may be asked to speak with an employer virtually before ever meeting them in person.

While you should prepare for these interviews in the same way as you for an in person conversation (e.g. research the company, practice potential questions), these tips will help you make a great first impression with the employer, even when you're not in the same room.

Interview Help

- General Interview Tipsheet (<http://careers.queensu.ca>)
- Interview Workshops – check MyCareer for dates/times and to register
- Interview Books – for case-based, behavioural, technical prep (many available at Career Services)
- Drop-In Career Advising (Monday-Thursday, 1:30pm-3:30pm, Career Services, Gordon Hall, 3rd floor)