



**Serious job placement.**

## How to Knock 'em Out During a Telephone Interview

1. Stand up; you will be less nervous and will project better.
2. Enthusiasm and passion are all you have to sell.
3. Have a copy of your resume in front of you so you can see what the hiring authority is seeing.
4. Know your background. Review your past job history, including dates and earnings.
5. Think about the key functions of this job - where have you had experience and SUCCESS in similar responsibilities in your past?
6. ONLY use a cell phone if you are stationary and KNOW you will have good reception. Do not risk being mobile and dropping the call. (Not to mention, you should be prepared to take notes on the conversation)
7. Focus! Distractions are a killer (e.g., emails popping up, barking dog, screaming kids).
8. Use notes rather than a script.
9. Actively listen and watch the flow of the conversation. Is there a balance of who is talking and who is listening?
10. Be sure to avoid cutting the other person off (count to 3 when they pause).
11. Have a series of questions ready. Choose questions that show you've done some homework - refer to a recent press release from the website.
12. You must try to find out if there are any questions about your credentials. Flush out objections with, "Is there anything about our conversation today that would keep you from setting up a second interview?"
13. If you are interested in pursuing, let them know, take the next step. Say you've enjoyed the conversation and ask, "What's the next step in the process?"

### **SOME TESTED QUESTIONS YOU CAN ASK.**

1. "How can I make an immediate impact?"
2. Ask the hiring authority what criteria will be used to determine who will be invited for an in person interview.
3. "What would you do if you had a situation where a person was not performing well?"
4. Ask the hiring authority about his/her background.