

Quality in Telephonic Interviews

“Hello, hello....can you please repeat the questions.... aaaaaa... hmmm... sorry I am not able to hear anything...”

This happens many a time in most telephonic interviews. Using technology for interview is great, but with a little extra homework, candidates make it better. In a telephonic interview, the interviewer does not see the candidate face to face and has to decide based on voice only. In such cases, telephonic skills get very critical for the candidate.

Based on my experience interviewing candidates over phone, I have come across some of the suggestions as below that candidates may find useful.

1. “Be at the Right Place, at the Right Time”. Place is very important in telephonic interviews. Select a place which is quiet and have no/least distractions, as you need to use your ears more effectively. Time selection is very important. Select a time when you don’t expect any other phone calls, office work, meetings etc. Try to keep distractions of any sort away during your interview. Select a time when you feel fresh and energetic, as this will reflect in your tone of voice.
2. “Let your eyes take some rest”. If possible close your eyes while answering, it may sound funny, but it works. You can hear with better concentration and hence answer appropriately.
3. “Use of hands free technology”. When we talk in a personal interview, we may use hand movements to explain things. Thus, by using hands free technology we can be in our comfort zone.
4. We feel connected when someone calls us by our name. Likewise, it’s good to note down names of the interviewers at beginning of an interview and address them by their name when required.
5. A “Brief” should remain a “Brief”. Many a time, the interviewer starts a discussion by asking for a brief description of one’s self (personal and work experience). This brief description gets too long and sometimes consumes 50% of the interview time. Ensure to keep the introduction brief, to the point, crisp and most importantly, fit it around the job profile the company is looking for.
6. “Your Ears are your Eyes”. Yes, your ears are your eyes just how it should be in telephonic interview. Whenever any interviewer wants to interrupt the candidate while answering, they say “excuse me”, etc. However, the candidate gets busy answering and not hears this indication to pause. Be more attentive.
7. “Row your boat slowly down the stream”. Speak slowly, clearly and loud enough, giving enough pause between sentences.
8. “Are you Googling it...??”. Don’t search for answers while answering. Firstly, it will confuse you. Secondly, the interviewer will come to know by the variation in your voice tone.
9. “Don’t hesitate to ask..”. Don’t hesitate to ask the interviewer to repeat a certain question, if he/she was inaudible or difficult to understand. Although, refrain doing so for each and every question.
10. “Gratitude is great”. Say *Thank You* to all interviewers by addressing them with their respective names.

Hope these tips will help you. All the best!!

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