



## Phone and Video Interviews

These types of interviews are often used by companies to connect with students who are not located in the same geographic area. However, increasingly companies use phone or virtual interviews to save time and money in the recruiting process. Though the questions may be similar to live in-person interviews, there are some difference in execution that you should consider.

### Preparation:

As always, the key is preparation!

- You should be as prepared as you would be for an in-person interview. It can be difficult to carefully listen to questions, read your notes, and deliver a clear response, so you should not rely on notes.
- Clarify what time zone you are planning to connect on ex., PST vs. EST. Use this link to double check time zones: <http://www.worldclock.com/>
- Select a quiet location: no roommates or background noise. TIP: Make a room request in Mason Hall or in the Office of Career Management for a private room [during fall semester OCM rooms are almost always booked].
- Fully charge your phone or computer before the interview.
- Find a place that is free of distraction and has 100% cell reception.
- Have the right materials ready:
  - Pen
  - Paper/Pad folio to take notes
  - A printed copy of the job description
  - Your resume
  - Answers/Notes to common interview questions (Note: you don't want to sound like you're reading a script, so just prepare outlines or bullet points)
  - Questions you have for the company
  - Wear your suit to get in "interview mode"
  - Small glass of water

*TIP: You can have notes, outlines of your answers, and your resume out in front of you only for a phone interview and never at a face-to-face or Skype interview.*

### Execution (Phone, Live Video, On-Demand Video):

#### Phone Interviews

- Answer with enthusiasm and state your name.
  - Jot down the name(s) of the recruiter(s).
  - Speak clearly and slowly.
  - Don't: chew gum, interrupt the recruiter or take another call.
- TIP: Stand during the interview – your voice will project better*

#### Video Interviews

What format could you expect from an interview via distance experience?

1. You could be meeting via a live video service with a hiring manager or team of people (live video).
2. You could be recording answers to pre-determined questions via a video interview service (on-demand video).
3. You could be asked to record video answers to questions you do not know in advance with little to no information about what to expect (on-demand video).

When a company offers an opportunity to interview via video or live chat, they typically provide basic details such as format type, day/time (for live chat) or completion deadline (for video recorded), and who to contact with further questions. Make sure you have all of this information several days before the scheduled interview.

### **Live Video Interviews**

- Choose a spot that makes you look professional - consider having a blank wall behind you, nothing too busy or distracting.
- Wear your full suit. Even though you will only be seen from the waist up don't take any chances here!
- Don't shoot into a window. The "backlight" can make you look like a silhouette.
- Have bright lighting in the room.
- Find a fast internet connection and connect your computer directly to your router or internet source.
- Try to not place yourself exactly in the middle of the screen; you should be slightly seated to the right or to the left.
- Place laptop on a flat surface, prepare for audio delays, keep your hands in front of you and still.
- Sit in a chair that does not rock or swivel.
- Communicate with your interviewer if you are having difficulties with technology. Usually there is a chat feature that you can use to let the recruiter know that you are having camera/sound trouble, and they can assist you.
- Have a backup plan in case you have technological problems, i.e. a phone number you can call to reach the interviewer, another video platform, etc. \*Test the audio and video before the interview is to take place:
- If possible, have a friend call you on the type of web medium the recruiter has requested.
- Check to make sure the volume isn't too loud or too low.

### **On-Demand Video Interviews**

Practice recording yourself answering the interview question(s) many times before recording it online:

- A cell phone or a friend can be great for immediate feedback.
- Companies will sometimes send you these questions beforehand.
- Take advantage of any replay options that may be available to you.
- Clearly communicate your answer with energy.
- Often you have 2 tries (sometimes more) to re-record, but don't rely on that.
- Be aware that the software could begin recording you as soon as you enter the video mode, so remain professional the entire time.
- Some responses are timed--some even only allowing 1 minute or 30 seconds.
- It is appropriate for you to ask some questions when the recruiter sets up the video interview with you, so you know what to expect. For example, you might ask:
  - Could you tell me if the answers are timed?
  - Will I have the opportunity to re-record an answer?
  - Will I be given the questions in advance?