

VIDEO AND PHONE INTERVIEW TIPS

Video Interviews

- 1) There are several video conferencing software tools that companies use to conduct video interviews. They all work similarly. **Zoom** is the most common. It is free to download and use. If you are not already a user, get on Zoom and use it before your interview. Tools: www.zoom.us.
- 2) Make sure your **microphone/webcam** on your computer or laptop is working.
- 3) Make sure that your **internet connection is strong** to avoid freezing of the video screen, dropped calls, etc.
- 4) Make sure the account you are using is set up with your name and not a funny nickname or someone else's name.
- 5) **Look into the camera** on your computer and not at the interviewer's face, which may cause you to look down. It is sometimes helpful to raise your laptop by placing it on top of a book so that you are looking directly into the camera.
- 6) **Good lighting is key.** Lighting that is in front of you and direct facing is the best. Avoid backlighting or side-lighting. One trick is to place a small reading light in front of you, or you can purchase a light for this purpose that clips onto your computer screen. Try putting your cell phone on selfie mode and walk around the room. Where do you look best on camera? That is where you want your laptop or computer screen to be if possible. Remember, light changes throughout the day so test during the same time as your interview.
- 7) What does your **background** say about you? Organized? Messy? Distracting?
- 8) Wear **solid clothing** and avoid busy patterns that may distract. Choose a color that is not too bright but that does not blend into the background.
- 9) **Good posture** is very important! Try not to fidget.
- 10) **Maintain focus** and project that you are listening.

Phone Interviews

Challenge: because you can't see the interviewer, it is difficult to tell if he/she is engaged in what you are saying!

- 1) Always answer the phone **professionally**. Your voicemail should have a professional message too.
- 2) If the call is unexpected, it is OK to express appreciation for call and **politely** ask if you can call back.
- 3) Treat phone interviews as you would an in-person interview: **dress professionally**. This will help you avoid coming across as too casual.
- 4) **Try standing up**. You will be less nervous and will project enthusiasm.
- 5) Only use a cell phone if you are stationary and know reception is good. **Old-fashioned phones** work great!
- 6) Be careful to **avoid cutting** the person off (3 second rule).

Tips for Both Phone and Video

- 1) **Smile when you speak!** You will be amazed at the effect smiling has on your energy level. Your voice will change, and you will project yourself more strongly.
- 2) Have a **copy of your resume** in front of you so you can refer to it. No one else will be able to see it!
- 3) **Minimize distractions**. Pets? Children? Make arrangements so they are not heard or seen. Turn off ringers to phone, text, and instant messaging. Close windows in room to avoid outside distractions. Close out of windows on computer to also avoid distraction.