

How to Prepare for a Phone or Web Interview

Research

- Continue your research of the company. Complete a Google search and view their website. Make sure you understand their mission, values, and notable events or achievements
- Research the interviewers if you know their names. Complete a Google search, see if they have profiles on the company's website, and/or view their LinkedIn profile if available

Practice

- Research and practice common interview questions, especially behavioral based questions relating to your field
- Practice the S-T-A-R method for answering interview questions, especially behavioral based questions. With the S-T-A-R method, you explain the Situation, your Tasks or responsibilities relating to the situation, the Actions that you took, and the Result of your actions or resolution to the situation
- Practice with another person over the phone or web whenever possible. If you are not able to practice over the phone or web, practice in-person with someone or alone in front of a mirror
- Practice speaking to your web camera. You do not make 'eye contact' by looking at the interviewer on the screen; you need to look at your web camera

Prepare

- When creating accounts for email or web interview sites, make sure your username is professional
- Prepare a quiet, neutral space that has limited distractions and minimal noise, including silencing your cell phone. Having a blank wall behind you is best
- Create good lighting if possible; lighting in front of you is best
- For a phone interview - The interviewer or another representative of the company is usually the one initiating the call but it is best confirm who is contacting who
- For a web interview – You will usually receive an email with a web link and/or other instructions on how to setup/access the interview
- Test your equipment – Make sure your web camera and audio is working. Doing a practice web interview with another person is a good way to test this. It may be beneficial to use headphones/ear buds with a built-in microphone instead of your computer's speakers

- Have a copy of your resume, any notes, and notepaper with you. But try not to rely too much on your resume or notes during the interview so you can maintain eye contact
- Review the job description again

During the Interview

- Dress for success. Even though it is a phone or web interview, first impressions matter and your attire also sets the tone for yourself and the interviewer that this is a professional interview
- Take note of your body language, especially posture, eye contact with the web camera, and tone of voice. Smiling while answering is important!
- Listen and pause when necessary; conversation flow is a little more difficult over the phone or web
- At the end of the interview, ask questions about the hiring process/timeline if the interviewer has not mentioned already

Follow-Up

- Email any follow up documents the interviewer requested, or you referenced during the interview (such as professional references)
- Email a thank you note