Interviewing Via Phone/Skype: Nuances You Need To Know

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We will discuss today...

- Differences & Similarities of Phone and In-Person Interviews
- Three Types of Phone Interviews
- Universal Functional Skills Employers Seek
- Common Interview Questions
- Preparation for Phone/Skype Interviews
- Resources
- Interviewing Scenarios
- Q&A
# Interviewing Via Phone/Skype: Nuances You Need To Know

<table>
<thead>
<tr>
<th>Phone Interviews</th>
<th>In-Person/Skype Interviews</th>
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<tr>
<td>• No visual cues</td>
<td>• Interviewer’s reactions</td>
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<td>• No dress code</td>
<td>• Dress appropriately</td>
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<tr>
<td>• Technical difficulties</td>
<td>• Visual difficulties</td>
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<tr>
<td>• Language is key</td>
<td>• Language is important</td>
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<tr>
<td>• Ability to take notes</td>
<td>• Eye contact</td>
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<tr>
<td>• Possibly Impromptu</td>
<td>• Scheduled</td>
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<tr>
<td>Phone / Skype Interviews</td>
<td>In-Person Interviews</td>
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<td><strong>Screening interviews</strong> - questions are generated based on your résumé</td>
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Three Types of Phone Interviews

**Inquiry**
- Work Authorization
- Salary Requirements
- Interest
- Availability

**Conventional**
- Behavioral
- Technical
- Case Study

**Informational**
- Alumnus/a or other contact tells you about a position and/or the organization
- You lead the interview to gather information about an organization, career field, or the individual’s career path
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Universal Functional Skills

Creativity
Initiative
Leadership
Organization
Communication
Working Effectively With Others - Teamwork
Thinking and Problem Solving
Self Awareness / Assessment
Common Interview Questions

• Tell me about yourself.
• Why are you interested in this job?
• Why did you choose Cornell? Your specific college?
• What was your favorite / least favorite class?
• What was your biggest accomplishment?
• What is your greatest strength / weakness?
• What do you think you could bring to this job?
• How have you handled adversity?
• Tell me about your experience working on a team.
• Tell me more about working at XXX?
Preparing for the Interview

Your Interview Space

- Keep your résumé in clear view, on the top of your desk, or tape it to the wall near the phone.
- Have employer’s website open.
- Have a short list of your accomplishments available to review.
- Have a pen and paper handy for note taking.
- Turn call-waiting off so your call isn't interrupted – inform roommates and add a note to door.
Preparing for the Interview

Your Interview Space continued...

- Clear the room - Turn off the stereo and the TV. Close the door.
- For phone interviews - unless you're sure your cell phone service is going to be perfect, consider using a landline rather than your cell phone to avoid a dropped call or static on the line. Make sure your phone is charged/plug it in.
- Turn your cell phone notifications off.
- Skype Interviews – prepare background.
Preparing for the Interview

Getting Ready:

- Research Job Description – highlight requirements.
- Research Employer – location(s), products, organization, CEO, Vision Statement, recent news, awards
- Practice enunciating, speak slowly.
- Prepare a list of questions.
- Dress in interview attire—yes, you should wear a suit!
- Be on time!!!
During The Interview

- Keep a glass of water nearby.
- Speak slowly and enunciate clearly.
- Don’t use speaker phone/headset unless you test it and ensure it won’t echo; check with interviewer about using it.
- For Skype interviews, look into the camera to maintain eye contact.
- Use the person’s title (Mr./Ms. and their last name) unless told to use a first name.
During the Interview continued...

• Never interrupt the interviewer (though acknowledge you’re there if they talk at length).

• Take your time answering questions; speak slowly enough to be understood.

• Give appropriate-length answers (not too much or too little detail).

• Ask for the interviewers’ email addresses and phone numbers.

• **SMILE! 😊** They can tell!
Interview Resources

Cornell Career Services (CCS) Library

Career Guide

CCS Interviewing Resources

Video Clip – Interviewing? Don’t Stress
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Interviewing Scenarios
Which Caller is Smiling?

Phone Caller A

Phone Caller B
What’s Wrong Here?
What’s Wrong Here?
Find a Quiet Space
What’s Wrong Here?
What’s Wrong Here?
How about here?
What’s Wrong Here?
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Quiz Discussion/Q&A