Phone and Skype Interviews

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Components of a Successful Interview

Employer Knowledge
• Demonstrate knowledge of the employer/product, the position, the industry trends, and the company’s culture

Self Knowledge/Skills Match
• Explain clearly how your skills match to the position, what you want, and why
• Convey your top 3-4 skills/strengths

Interview Behavior
• “Non-verbals”: eye contact, posture, smile
• Communication skills, poise
Interview Types

• Screening
• Selection
Interview Types: Screening

• Screening interviews:
  • In person
  • Phone
  • Skype
  • Recorded

• Narrow applicant pool:
  • Qualifications
  • Interest and availability

• Ask all applicants the same questions
Interview Types: Screening

Basic interview questions

- Why are you interested in this position?
- Can you tell me about yourself?
- What are your goals for the next 3 (5 or 10) years?
- What are your greatest strengths? Weaknesses?
Interview Types: Selection

• Selection interviews:
  • In person
  • Phone
  • Skype

• More in-depth questions:
  • Qualifications
  • Experiences
  • Interests
  • Cultural fit
Interview Types: Selection

Interview questions:

• Basic
• Case
• Stress
• Behavioral
Interview Types: Selection

Interview questions:

• Basic
• Case
• Stress
  • What can you do for us that someone else can’t?
  • What do you think your salary should be?
  • Your resume suggests that you are over/under qualified for this position. What is your opinion?
• Behavioral
Interview Types: Selection

Interview questions:

• Basic
• Case
• Stress
• Behavioral
  • Describe a situation where you convinced others to adopt your position
  • Tell me about a time when you were working on a team and you had a disagreement with a team member
Think ★ STAR ★!

S = SITUATION or
T = TASK
A = ACTION
R = RESULT
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Interview Differences

**Phone**
- No visual cues
- No eye contact
- No dress code
- Technical problems
- Potentially impromptu

**Video / In person**
- Visual cues
- Eye contact
- Dress appropriately
- Technical problems (video)
- Scheduled
Strategies for Success: Phone & Skype Interviews

- Prepare your interview space
- Practice
- Perform during interview
Prepare Your Interview Space

- Keep your résumé in clear view, on the top of your desk, or tape it to the wall near the phone/laptop
- Have employer’s website open (phone only)
- Have a short list of your accomplishments available to review
- Have a pen and paper handy for note taking.*
- Clear the room - Turn off the stereo and the TV
- Close the door. Inform roommates and add a note to the door
Prepare Your Interview Space

Phone

- Turn off call waiting/app notifications so call isn't interrupted
- To avoid a dropped call/static on the line, use a landline
- If use cell phone, charge your phone; plug it in for the call too
- Test a call from the location to be sure it works well
Prepare Your Interview Space

**Video**

- Prepare background. Test with a friend. What can the interviewer see? A blank wall is best.
- Turn off cell phone ringer/notifications to avoid distraction
Practice Interviewing

• Opportunities to practice:
  • Mock interviews
  • Optimal Resume’s Interview Prep

• Practice answer length
  • Too long (>2 minutes)
  • Too short (20 seconds)
Perform During Interview

- Dress in interview attire
- Keep a glass of water nearby
- Speak slowly and enunciate clearly
- Never interrupt the interviewer
- Take your time answering questions
- Use the person’s title (Mr./Ms. and their last name) unless told to use a first name
- If the question is unclear, ask for clarification
- SMILE! They can tell!
Perform During Interview

Video:
• Keep your gestures small
• Look into camera to maintain eye contact; frame of interviewer should be right above or below camera to make it easier to look into the camera

Phone:
• Stand up during interview
Interview Resources

Cornell Career Services (CCS) Library

Career Guide

CCS Interviewing Resources

Videos on Improving Your Interviewing Skills

Video Clip – Interviewing? Don’t Stress
On-Campus Spaces: Skype and Phone Interviews

• Career Services Offices
  • 103 Barnes Hall (255-5296)
  • Check with college career office

• Mann Library Study Rooms (non-reservable)
What Are Your Questions?