

MAXIMISING THE VALUE OF TELEPHONE INTERVIEWS

Here are my simple tips to get the most out of a telephone interview:

If you haven't already, make sure you have their phone number in case you are cut off!



HAVE A SCRIPT OR TEMPLATE

(take a look at the one accompanying this if you need inspiration): you need to be conversational, but it is important to give everyone a similar experience and ensure you haven't missed anything.



IF THE CALL IS PRE-PLANNED

confirm arrangements via a friendly text: texts are much more likely to be read than emails, and they're not as formal or nerve-racking.



START BY CHECKING

how much time they have to speak and try to stick to that: this shows courtesy, and it's respectful of their time.



THE GOAL IS LISTENING

As much as speaking. How do they sound? Friendly? enthusiastic?



ASK AN OPEN QUESTION

about pay expectations, such as 'can you remind me of your salary requirements?': by not anchoring the question to your pay rate straight away, you may hear some surprising numbers!



VIDEO INTERVIEW

If the next step is a video interview, explain what is required and try to put them at ease. If possible, be led by them on their preferred channel, such as Skype, Google Hangouts or WhatsApp.



NEIL EASTWOOD
CARE RECRUITMENT
EXPERT

CMM
CAREMANAGEMENTMATTERS