

Telephone Interview Preparation Techniques

Good preparation is key to a successful telephone interview. Here are a few tips:

- 1) Read the **Opportunity Description** thoroughly and consider why you are interested in the role and what you can bring to it.
- 2) Go through each **selection criteria** and think of questions you may be asked based on these. For each, think of an example of where you have demonstrated the skill and how you were successful in doing so.
- 3) Follow this basic **structure for interview answers**. It helps you get across all the relevant information concisely:

Situation-a brief outline of the project-the aims and some background information

Task-what you had to do to achieve your main goal

Action that you in particular took to deliver that task

Result-was the goal met? Was it successful and to what extent? Try and use both qualitative and quantitative feedback-for example 14% increase in sales and good customer feedback

Learned-what you learned-be positive and use buzz words from the Opportunity Description. For example, if the question asks about your IT skills and you learned to use a specific type of software mentioned in the selection criteria, emphasise this

Link-say how you would apply what you learned and the skills you gained to the job. It's not necessary to do this for every question, but doing this once or twice shows you understand what is needed for the job and how you match the criteria

- 4) **Ask** for clarification if you do not understand a question.
- 5) Some questions have **two parts** to them, so make sure you address both.
- 6) Be **positive** and **enthusiastic** about your experience and sell yourself.
- 7) Research the **company**-why do you want to work for it in particular? What is unique about it?
- 8) Ask **questions**-this is a two way process where you are also judging whether you want the opportunity. It's a great chance to find out more about the role and shows you are interested.