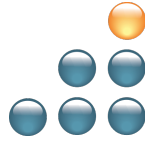




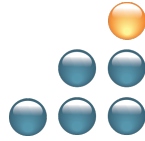
Shownotes Addendum  
Phone Interview Guidance



### [Phone Interview Guidance]

[ Lots of people ask me for advice about phone interviews. Here's a bunch of basics I always mention. Please note that these are not comprehensive for ALL interviews – just recommendations unique to interviewing over the phone. – H (*revised March 09*) ]

- Go to the bathroom right before. I don't know about you, but I'm unaware of needing to go 30 minutes in advance. So go - eliminate the possibility.
- Use a corded phone. Sounds better. Buy one if you have to (after all, they're good to have in a power outage, if you get a less fancy one.)
- Do it in a room where you can close the door and lock it. **No interruptions.** Let everyone in your household know the time and date. Ideally, your **bedroom**. You will be able to put more things in front of you on the bed (more on this below).
- Please call in on time if you are calling - check official time over the phone or on the Internet an hour before. If we are calling you, know when to expect our call (and don't make any mention of our being late, other than "no problem at all").
- Be in the room studying for the interview 30 minutes beforehand.
- Find out how to turn off call waiting. And if you don't, **make no comments** about another call coming in. You may hear it, but we may not. You telling us "I am not going to get that" implies that you don't know that professionally, it would be rude to get it anyway. Just ignore it - even if it is your spouse in labor. ;-)
- Stand up. You sound better when you do.
- *Don't walk around.* Take perhaps one step at most. We can hear it when you walk around (every footfall expels breath). It is distracting to you as well, believe it or not. No, there is no need to stand rooted to the floor, but stake out a 16 square foot area, and stay in it.
- Prepare **notes** - essentially, bullet points - of all of your answers to major questions.
- Make an 18-point type version of your resume, and put it on the bed in front of you. Highlight accomplishments that you want to talk about.
- Even better, write (BIG) on some 5 by 8 cards the 3-4-5-6 key accomplishments or points you want to make.
- Write out your questions of the interviewer, and have them ready on the bed when it's your turn.
- Talk a little more loudly than you would in a conversation. The phone robs you of some of your energy, because we can't see your facial expressions and body language on the phone.
- On the other hand, **continue to use facial expressions and body language**, and do so **perhaps even more assertively than normal**. We can hear them in your voice. When you talk to me on the phone and I'm in my office, I stand up and am quite active... people notice that I



am an interested communicator. People blind from birth STILL gesture – think about that.  
*Gesturing is part of your verbal communication.*

- Smile. We can hear you.
- Close! "Karen, I want an offer from Blank, and here's why. (State your three reasons)."

**If you asked me for the two most important, they would be:**

**(1) Raise your energy level.** The phone robs you of so much. And don't assume all executives are supposed to be aloof and erudite. This means smiling, gesturing, raising and lowering your voice for *effect* – the things you do when you're excited. If you tell us "I'm not like that," we understand... but you won't get hired.

**(2) Close.** It's an interview, after all.

Good luck,

Mark