



Interviewing

Executing a Successful Phone or Video Interview

Technology is increasingly utilized by companies and organizations in the interview process. Many are opting to do phone interviews, and increasingly, video interviews through services like HireVue, Zoom, and Skype. This is because:

1. Use of this technology is more cost effective than bringing candidates on site for interviews or sending recruiters to college campuses.
2. Many companies are on the forefront of adopting new technologies that enhance time efficiencies. Using those same tools for interviews is a natural progression in how their staff manage selection processes.

When preparing for a phone or video interview, in many ways, you will follow the same steps as when preparing for an in-person interview (See the [Interview Checklist](#) tip sheet). Below are a few additional techniques to consider for creating an effective digital presence leading up to and during a phone or video interview.

Applicable Career Communities:



Tips and Techniques

1. Managing Your Online Image

When using your Skype account, or an account with a similar vendor, it is very important to evaluate the professionalism of your online presence. Make sure the picture you have on your profile is suitable for the workplace. Additionally, evaluate your username. If it is something like bornabuckeye1990, it's time to make a change. Career Success recommends that for your Skype name you simply use your first and last name with whatever number Skype attaches to it during the account set up process. Make sure the rest of your online presence represents you in a professional, polished way.

2. Be Professional

A video/phone interview may seem more laid back and informal, but it's important to treat it exactly like an in-person interview. For a video interview keep good eye contact and limit fidgeting. For a phone interview try not to read off of your notes. Maintain an engaged, active posture. Be respectful and ensure that you keep your attention fully on the interview by turning off all other electronic devices and silence all notification icons off on your devices.

Dress Professionally

Wear pants.

Jokes aside, even though the interviewer can only see the upper half of you (or won't be seeing you at all if talking on the phone), you should not dress in your most comfortable

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sweats. Wearing business attire often helps people feel more confident. Career Success recommends darker, solid apparel for these interviews.

3. Manage Your Environment

Do a test run of the video program you will use well in advance to 'See what the interviewer sees' and evaluate how you and the background space will look to the interviewer. Are you sitting too close or too far from the camera? You are encouraged to adjust the camera position as needed so that you are able see the interviewer fully on the computer screen. Doing so will make it easier for you to look directly - and maintain good eye contact - into the camera while you answer their questions. Make sure there are no windows nearby that would create glare or shadows on your face. Clean up any clutter, and use a nice background like a solid wall, or a nicely organized bookshelf. Make sure it is quiet. Street noise, construction equipment, children, pets, and loud roommates all need to go. Anything you can hear will also be picked up by the interviewer... you want them to focus on your responses, not on distracting sounds.

4. Know the Technology

Practice using the video program to talk with your friends and family to become familiar with adjusting the volume, picture size, camera placement, etc. If something goes wrong, it's better to learn possible fixes beforehand than to become flustered during the interview trying to solve the problem. If you are using someone else's system for the interview, give yourself plenty of time before the interview to get familiar with the set up and controls, and know who you can contact for assistance should you encounter any issues. Career Success recommends that you use a laptop or desktop computer, versus a cell phone, for video interviews.

5. Have a Back-Up Plan

At the start of the video or phone interview, discuss what to do should the screen freeze, the audio stop working, or if the connection is lost. Would they prefer for you to call instead? Be sure to have the interviewer's name, phone number, and email noted before the start of the interview so that if the internet or phone connection drops, you can contact them to resume the interview.

Room Request

Sometimes finding a quiet space with the right environment for a video/phone interview is hard. If you find yourself in this position and need a room, you have a couple of FREE options! Follow the links below to request a room for your interview.

Library Room Request

- <https://library.osu.edu/room-reservation>

Digital Union Room Request

- <https://odde.osu.edu/digital-union>

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