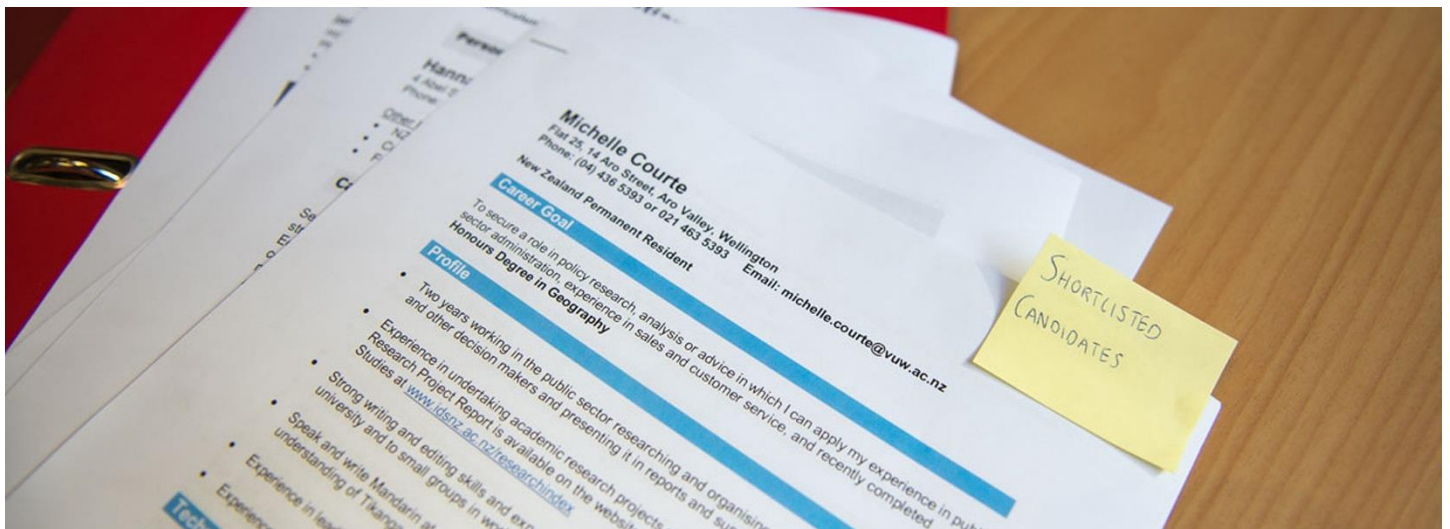


# Wellington Careers and Employment

## Career Essentials—Video and phone interviews

Interviews by video have become more common in recent times, with technologies such as Zoom and Teams being used by employers as effective tools to get through their interviews. Even if the interviewer is in a nearby location, video interviewing is often a preferred and more efficient approach that allows the employer to save time and money.



### Still the same

Preparation for a video interview requires similar preparation to face-to-face interviews.

- Research the organisation: how it operates, what they have achieved recently, and what their culture is like.
- Re-familiarise yourself with the job requirements by re-reading the job description.
- Reflect on your own skills and experience that you bring to the organisation. How could you expand on, and give examples of, the information you provided in your CV and cover letter?
- Find out beforehand who your interviewers will be and do a little research on them, too.
- Write a list of possible questions you may be asked and how you could answer them.
- Prepare a few questions you want to ask the interviewers that will help you clarify the expectations of the role.
- Dress the same way you would for a face-to-face interview.

### But different

- Confirm which technology you will be using and check the camera and microphone on your device.



- If you're using your phone, tablet, or laptop, set it up at about eye level if possible, and in such a way that it won't move during the interview.
- Ideally have the light source from behind your screen, so your head and shoulders can be seen by the interviewers. They may not see your face clearly if the light source is on one side, or from behind you.
- Work out the best location for the interview. Choose a quiet room where you won't be interrupted.
- Check your background and ensure that what is visible to the interviewers is tidy and clean.
- Do a practice run on-screen the day before if you can, verbalising your prepared answers. If possible, record yourself and replay it afterwards, or ask a friend to be the interviewer, and to give you feedback.

## During the interview

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- Try to look at the camera directly (rather than the whole screen), at least some of the time. This is especially important when answering questions, because for the interviewer it will appear that you are maintaining eye contact with them.
- Every interview is a conversation, and this is no different when via a screen. Listen carefully to the questions and ask for clarification if you're not sure what they are asking.
- Take your time to answer, even if a 'gap' feels a little uncomfortable. This will also mean you avoid speaking over the interviewer.
- On the desk that your device sits on, have a copy of the job description, your CV and cover letter, and any questions you want to ask, so you can easily refer to these during the interview. However, do not read long passages of text from your notes during the interview; use them for reference only.
- Body language always matters. Sit up straight, nod to show you're listening and engaged, and use hand gestures you would normally use when someone is sitting in the room with you.
- If there is any loud noise nearby, you may need to mute your microphone temporarily.

## Phone interviews

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- Phone interviews are sometimes used by employers, often as a preliminary conversation, prior to a more formal interview. Even when the employer tells you it's a "casual chat", it still pays to prepare well.
- **Advantages** of phone interviews include wearing whatever you like that makes you feel comfortable and relaxed, you can have all your documents out on the table to refer to easily, and you can walk around the room if you need to maintain your calmness while you listen and speak.
- **Disadvantages** include the lack of visual clues and body language that can assist both you and the interviewer in the communication process, therefore requiring both the candidate and interviewer to listen well.

## Further resources

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- Further interview information is available in [Career Essentials—Introduction to interviews](#), [Career Essentials—Behavioural interviews](#), and [Career Essentials—Potential interview questions](#).
- Queries? [Book a time](#) to discuss interviews with one of our career consultants.

