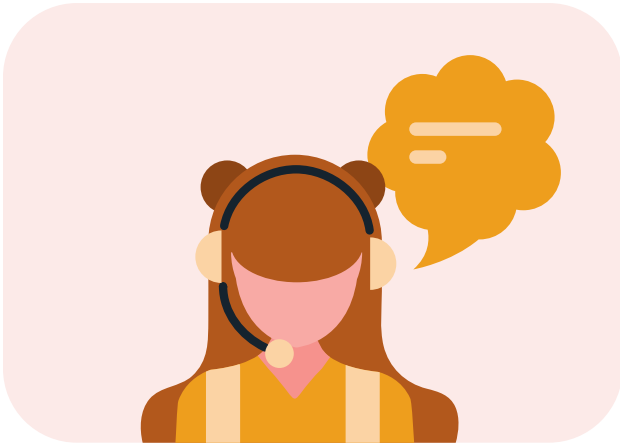


## PHONE INTERVIEW PROCESS GUIDE



### ► BEFORE THE INTERVIEW

After you have shortlisted some candidates who have applied for the role, the next stage is to arrange a telephone interview. It is important that this interview is a blind interview, which you could conduct over the phone or via video conferencing (with camera off). Blind interviews help to remove unconscious bias and allow you, as the interviewer, to fully focus on what the candidate is saying.

**Once the candidate has confirmed their availability and that they'd like to go ahead, send them a calendar invite including...**

- Date and time of the interview.
- How long the interview will be.
- If you're using a video platform let them know not to turn the camera on.
- Ask if they would like to disclose any disabilities that could disadvantage them during the interview process so you can identify any support that they may need.

## ▶ DURING THE INTERVIEW

Start the call as follows...

- 1 Welcome the candidate and introduce yourself and any fellow interviewers on the call, including job titles.
- 2 Remind the candidate of how long the interview will be and the role that they are applying for. At this point, you may want to explain the role in a bit more detail, but keep it concise so as to not eat into the interview time.
- 3 Then give some context for the interview by explaining what sort of questions you'll be asking and in what areas. Here, you can mention that you'll be assessing the candidate's communication throughout the interview, and will be taking notes.
- 4 Encourage the candidate to ask any questions at the end of the interview. This will allow it to flow better and enable you to control the timing.

 **THE QUESTIONS** **Background questions**

Your initial questions should ascertain how much they know about your organisation and the job role. This will establish whether they have researched the company and are really truly interested in working for you.

 **Teamwork example questions**

To varying degrees, every job requires you to work with others. How you interact and collaborate with people is usually vital to job success. The next questions should understand how the candidate works with others in a team. Encourage answers that allow the candidate to share specific examples of experiences and situations - how did they work with those people, what was their role, what did they find challenging and finally, what did they learn.

 **Role specific questions**

Next, you want to ask questions around the role itself. Understand the candidates strengths and weaknesses in the different areas of the role, especially around tasks that would be the main part of their job. Also look at work history examples and experience.

Employees are representatives of your organisation and every employee will need to understand your customers. With this in mind, it would also be a good idea to ask questions that establish their understanding of your target audience.

## ▶ AT THE END OF THE INTERVIEW

As the interview comes to a close, make sure to cover the following:

- ▶ If the candidate is a strong candidate, you may wish to ask them how long their notice period is and what their salary expectations are etc.
- ▶ Thank the candidate for their time.
- ▶ Leave time for questions from them.
- ▶ Let them know how long they can expect to hear back from you.
- ▶ Inform them of the next steps in the process.

To help you fairly assess everyone, it's good to have a standardised checklist so that you can easily compare candidates.

