

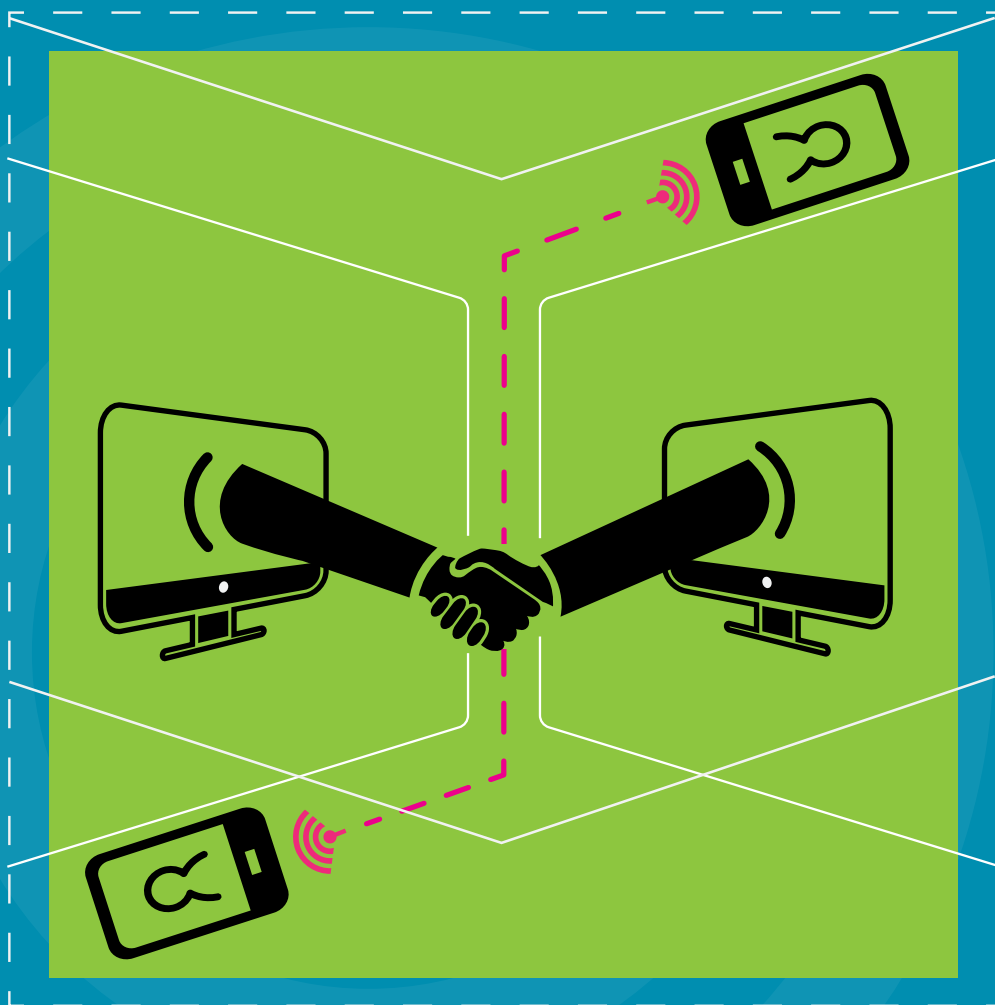


## PART THREE

# GETTING THE JOB

## MODULE 14

### VIDEO AND TELEPHONE INTERVIEWS



## JOB SEEKING SKILLS



# MODULE 14

## Video and telephone interviews

Video and telephone interviews are popular with large companies in the early stages of their recruitment process.

They allow employers to filter out large numbers of candidates in a short amount of time. They vary in style and length and often rely on technology working well.

### Types of interview

#### TELEPHONE

Some companies still use telephone interviews, but these are being increasingly replaced by video as technology advances. Telephone interviews are quick and convenient, arranged at a time to suit both parties. As neither party can see each other, it is important you get your personality and confidence across to the interviewer. You should speak loud and clear when answering questions.

#### LIVE VIDEO

Live on-screen videos using apps such as Facetime or Skype are very similar to a face-to-face traditional interview. Once connected you see and speak to the interviewer as in a normal interview. Make sure you have a professional username as this appears on the screen. It is important that you have a good internet connection.

#### PRE-RECORDED VIDEO

This is the most common type of video interview. The employer sends you instructions along with a link to log in. You normally answer a series of pre-recorded questions. You record your answer to each question and submit for the interviewer to review at a later date.

There is usually a time limit to complete this, and you may be only given one chance to record each answer, so be prepared before going ahead. This format can feel unnatural and you may be self-conscious talking to your computer. It is therefore important that you practise.



## VIDEO TIPS!

Watch this short video from the Peabody HR team on tips for video interviews.

<https://youtu.be/3e9uzOJnKmc>

## PREPARING FOR THE INTERVIEW

- ✓ You would prepare the same as you would for a normal interview, including researching the company (see [Module 12 - A standard \(strengths-based\) interview](#) and [Module 13 - Competency-based interviews](#)).
- ✓ Some companies offer practice sessions or online videos you can watch. Make sure you take advantage of these.
- ✓ Ask a friend or parent/carer to practise with you.
- ✓ Make sure you read the instructions carefully before starting. You may not have the opportunity to rewind or restart.
- ✓ Prepare bullet point lists that you can easily refer to.
- ✓ Make sure you have a contact telephone number for the employer in case something goes wrong during the interview. Keep it handy.

## HOW TO DRESS

- ✓ Treat this like any other interview and dress smartly. This is still an interview and you want to make a good impression.
- ✓ Even with a telephone interview, if you dress smart it will help you to feel more confident and professional.
- ✓ To look your best on camera, avoid bright colours and patterns. Go for softer neutral colours.
- ✓ Something to look out for is, if you wear glasses, make sure there is no glare.





## PREPARING THE INTERVIEW LOCATION

- ✓ Make sure you find a suitable well-lit spot. It should be somewhere quiet that has good internet access and privacy. You don't want to be interrupted halfway through. Make sure you have enough time set by that you are not rushed.
- ✓ If you don't have a suitable place at home, ask your school, college or local library if there is a private room you can reserve.
- ✓ For live videos, make sure you have your laptop, tablet or desktop computer set up in plenty of time. Make sure you have internet and that your webcam is enabled and working.
- ✓ It's a good idea to make sure all your technical equipment is working the day before, then set up a couple of hours before your interview.
- ✓ Check what is visible in the background. You want the employer to engage with you, not be distracted with what's going on in the background. Go for a neutral and clutter free background.
- ✓ Adjust the lighting in the room so that you can be seen clearly. Take a snapshot of your screen. This is what an interviewer will see. Can you be seen ok?
- ✓ Make sure the volume is turned up on the built-in microphone and speakers.
- ✓ If doing a telephone interview on your mobile, make sure it is fully charged and you have a good signal.
- ✓ Make sure there is pen and paper, the employer's contact number and a drink of water to hand.

## DURING THE INTERVIEW

- Make sure you are not slouching, sit up straight and don't fidget.
- Have your notes in front of you. It's ok to glance at notes but don't sit with your eyes fixed on the paper.
- Eye contact is very important. If it's a pre-recorded video, pretend you are talking to someone. When answering a question, direct your answer at the webcam, this makes it more likely your eyes will align with the interviewer's eyes at the other end. Look back at the screen when listening to a question.
- Nod and smile at appropriate moments to show you are giving them your full attention.
- Show enthusiasm and maintain positive body language throughout the interview.
- When answering questions, be aware of any time limits. For example, you may be given 15 seconds to think about an answer, then 60 seconds to give an answer. In this case there would be a timer onscreen.
- Finish the interview by thanking them for their time and send a follow-up thank you email.



## If things go wrong

- If you don't hear the question very well in a live interview, don't be afraid to ask them to repeat the question. This may solve the problem. If you still can't hear very well, explain you have a bad line and ask if you can try again.
- For pre-recorded interviews, find out beforehand if you are allowed to stop and restart. If you mess up an answer and can't restart, stay calm and carry on with the rest of the interview.
- If your video or audio stops working mid-interview, call them at the number you have for them and ask if you can continue, or reschedule for a different time.
- If someone walks into the room unexpectedly, apologise to the interviewer, excuse yourself for a moment and deal with the interruption. Make sure the room is secure before continuing.
- If a noise such as fire alarm or police sirens outside interrupt your interview, ask for a few moments, then continue once the noise has stopped.



### Activity 1: Video interview hints and tips

Watch this entertaining and informative video from DYW West Lothian, starring some employees of Sky, on video interview dos and don'ts.

There are some moments to pause during the video to answer some questions - use the [Activity 1 worksheet](#) to answer these.

<https://www.youtube.com/watch?reload=9&v=Xl9UykX9JXo&t=3s>

Now that you know how to tackle interview questions,  
you can move on to

Part 4 - [Module 15: The outcome](#)

Or [click here](#) to return to the main screen.

# JOB SEEKING SKILLS