Phone Interview Tips for SOAP process

Source: http://jobsearch.about.com/cs/interviews/a/phoneinterview.htm

- Have the list of unfilled programs near so you’ll be prepared no matter which program calls.
- Have a short list of general questions ready for all programs (housing market, area schools, safety issues, personal needs).
- Have a short list of your accomplishments, public service, awards and memberships prepared.
- Change your phone’s settings so your call isn't interrupted by other calls.
- Sit in a quiet space, comfortable, and private space.
- Consider using a landline rather than your cell phone to avoid a dropped call or static on the line.
- Remember all the unusual questions you were asked on the interview trail…they may arise again!
- Keep your CV, board scores and transcript in clear view, so they are at your fingertips when you need to answer questions.
- Have a pad and pen ready for note taking.

During the Phone Interview

- Sound as professional as you would in an in-person interview.
- Smile. Smiling will project a positive image to the listener and will change the tone of your voice.
- Don't chew gum, eat, or drink.
- Keep a glass of water handy.
- Speak slowly and enunciate clearly.
- Use the person's title (Dr., Mr. or Ms. and their last name.) Only use a first name if they ask you to.
- Don't interrupt the interviewer.
- Take your time - it's perfectly acceptable to take a moment or two to collect your thoughts.
- Give short answers.

6 ways to ace the phone interview

- **Play the part**-When you pick up the phone, pretend you’re in a face-to-face interview. Even though you could be in your pajamas lounging on the couch, wear business attire and practice good posture. You can even sit in front of a mirror and watch yourself. Your professionalism will transmit through the phone.

- **Act naturally**-Some people come across as unenthusiastic over the phone because they can’t use body language to show who they are. Just because you’re on the
phone doesn’t mean you need to be still and quiet. If you’re an animated talker in person, use your hands while speaking. Stand up if you feel more comfortable, and don’t forget to smile.

- **Stay out of Starbucks**- Make sure you’re in a quiet spot to conduct the interview. If you’re on your cell, be sure to have good reception. If you’re on a landline, don’t do the dishes or check e-mail. Focus on the call and questions.

- **Get off the computer**- Have a hard copy of your CV in front of you. You may also want written copies of your questions and the research you did on the residency program. Paper documents may be “old school,” but clicking your keyboard during the interview will send a “not interested” signal. You may be checking the company’s service offerings, but your interviewer could think you’re updating your Facebook status.

- **Listen up**- Since you won’t have the advantage of reading the interviewer’s body language, your listening skills become paramount. Focus on the questions and make sure you understand them before you answer. You may also want to wait a beat after the interviewer speaks so you don’t interrupt.

- **Practice**- Anticipate the questions you’ll be asked and rehearse your answers. If you’re usually chatty, practice curbing your responses. Typical phone interviews last 20 to 30 minutes. Use the time to impress the director with your skills, not talk about the weather.

**After the Interview**
- Take notes about what you were asked and how you answered.
- Remember to say “thank you.” Follow with a thank you email which reiterates your interest in the position.

Check out this video on [phone interview tips](#) for more advice phone interviews.