

Video and Phone Interview Best Practices

The following guide will provide insight into best practices of video and phone interviews, as well as, tips on do's and don'ts during the interview. Additional resources are provided at the bottom of this guide, including [How to look good in Skype interviews – Tips and Training](#).

| Video and Phone Interview DO's ... | Video and Phone Interview DO NOT's ... |
|--|--|
| <p style="text-align: center;">Prepare</p> <p>Your interviewers will notice if you have not done this. Research the company and the position. Have a list of questions to ask at the end of the interview. While this mode of interviewing is unique, standard interview nuances still apply.</p> | <p style="text-align: center;">Be Late</p> <p>Just as arriving late to in-person interview shows a lack of time management, calling in late to a video or phone interview conveys the same message. While technical difficulties may present challenges, most can be avoided simply by preparing ahead of time.</p> |
| <p style="text-align: center;">Take it seriously</p> <p>It may feel less formal, but it is still an interview. Make sure you are just as prepared as an in-person interview.</p> | <p style="text-align: center;">Use poor body language or facial expressions</p> <p>It can be difficult to remember that even though you're in front of a computer that someone else is watching you. Act just as you would during an in-person interview.</p> |
| <p style="text-align: center;">Attempt a trial run with the required technology in the interview location</p> <p>Ensure your internet or telephone connection works well. Check with the interviewer before the interview to ensure no specific platforms or software needs to be downloaded prior to the big date. You want the interview to be as seamless as possible. Obtain the contact information for the interviewers in case of technology issues.</p> | <p style="text-align: center;">Lose battery power or internet connectivity</p> <p>While this will be unavoidable at times, the importance of preparation cannot be overstated! Ensure that devices are plugged into a power source and remain as stationary as possible throughout the interview.</p> |
| <p style="text-align: center;">Minimize background distractions</p> <p>For video interviews look at the backdrop on your on-screen image. Make sure to turn off alerts on your computer programs and cellphone. Choose a quiet location, such as avoiding traffic sounds and background noise.</p> | <p style="text-align: center;">Just read</p> <p>Make sure you look at the camera. It may be tempting to have notes jotted down on your desk, just don't forget to still look at the camera/screen the majority of the time.</p> |



| Video and Phone Interview <u>DO's</u> ... | Video and Phone Interview <u>DO NOT's</u> ... |
|---|---|
| <p>Dress the part Look professional. Just because the interview is being done via a video connection does not mean one shouldn't dress up.</p> | |
| <p>Smile This can be heard over the phone and seen on video interviews.</p> | |
| <p>Make eye contact with the webcam For video interviews, try to spend most of the time looking at the webcam and not the on-screen image. Put a sticker or sticky note on your screen to remind you! Also, angle your computer's camera level with your face. It creates a better angle for the interviewer</p> | |
| <p>Be flexible At times, technical difficulties are unavoidable. Be flexible if calls need to be rescheduled or canceled altogether.</p> | |
| <p>Confirm details Video and phone interviews are conducted across time zones, so be sure to confirm the date, time, and time zone of the interview.</p> | |
| <p>Remain confident Relax. Nervousness will come across in your voice, even if the interviewers can't see you sweating.</p> | |



| Resources | |
|---|--|
| Articles | |
| Temple ME, Lagzdins M. Streamlining the residency interview process using web-based teleconferencing. <i>Am J Health Syst Pharm.</i> 2014;71;697-701. | Hambrook A, Johnson D, Medina MS. Tips for succeeding at pharmacy residency phone interviews. <i>Am J Health Syst Pharm.</i> 2015;72(22):1940-2. |
| YouTube Videos | |
| What Does Your Physical Environment Say About You? How to look good in Skype interviews – Tips and Training | Preparation, Conduct, and Follow-Up Tips for Skype interviewing |
| Web-based Resources | |
| Phone Etiquette 2012 ASHP Summer Meeting and Exhibition | |
| General Interview Guidance | |
| So You Want To Stand Out (in a Positive Way)? 17 Tips to Ace Your Next Phone Interview How To Ace A Job Interview On The Phone | |