

The Phone Interview Script

Smash it out of the starting blocks and get off to a great start by having a script ready to go that pre-frames what is going to happen and re-enforces your position as the prize.

Call the prospective candidate on the phone and once they answer – here is your script:

Hey FIRST NAME, it's Tristan Bond here from the (name of your practice). I've got a note in my calendar that we have interview stage one booked for right now...did you have that too?

Great, thanks for being on time.

We only have 15 minutes, and I have another interview right after you, so we'll need to keep to time - is that ok?

Great, my job today is really simple. I'm going to ask you a load of questions to work out IF you are a fit for us and HOW you might add value to our company.

It's going to feel a bit like a friendly interrogation, and we don't have much time, so keep your answers nice and short and let's stay on track....

If you're not a fit, I'll let you know politely and I'll try and point you in the right direction at the end of the interview.

And if I feel that you might be a fit, then at the end of the interview we will let you know that you've progressed to round 2, which is an in person interview.

Ok, let's get started...

So you applied for the position with us, what I'd like to know is what made you apply for this role at this stage of your career, and what is it about us that made you want to work with us?

Ok, great. In 1-2 mins can you give me a summary of your work history and what your biggest assets to us could be?

(In the middle ground here, I usually ask some more standard type interview questions)

e.g. **"Why are you leaving your current position?"** or **"Why do you want to work for us?"**

This is a very critical question.

"What do you consider your most significant accomplishment?"

Let's see what they have done in the past.

"How do you handle pressure? Do you like or dislike these situations?"

High achievers tend to perform well in high-pressure situations. Can they handle stress & pressure?

"The sign of a good employee is the ability to take initiative. Can you describe a situation where you did this?"

Is the applicant proactive, results-oriented person doesn't have to be told what to do.

"How have you grown or changed over the past few years?"

Maturation, increased technical skills and increased self-confidence are important developmental aspects.

"One of our biggest problems is... What has been your experience with this? How would you deal with it?"

Are they going to solve your problems?

"Deadlines, frustrations, difficult people/patients and silly rules can make a job difficult. How do you handle these types of situations?"

How they overcome these are important. Diplomacy, perseverance and common sense will prevail in difficult circumstances.

Why do you think you should get this job?

(This makes them qualify themselves to you which further increases your positioning)

Then, you say:

Name, its' been great meeting you. Here's what's going to happen next:

We will send you an email in 48hours once we've had a discussion and we will let you know if you have progressed to the second round or not.

Between now and then, if you think of something that you forgot to say today or you want to add anything at all that will you progress, please email it to us (provide email).

Thank you for your time, and we look forward to speaking with you soon.