



HOW TO BE INTERVIEWED ON SKYPE & PHONE

THE PROBLEM

Many Candidates who are apparently competent and skilled, present themselves very badly on Skype and international telephone calls. Please also read, "How to Prepare for Interview".

SOME OF THE ISSUES

- **Poor phone and Skype connections** causing interruptions.
- **Poor interview skills** on the side of candidates.
- **Too many** interviewers and poor discipline.
- **Lack of understanding of conference call protocols** and anxiety about 'phones and the high cost of calls.
- **English as a second** (or third, or fourth) **language** for the candidates.
- **Different cultural understanding of the recruitment process.** Many candidates are used to 'who you know' recruitment and have very little formal interview practice.
- **Cultural differences about talking to strangers without proper introductions** and extended social niceties. Lack of an introduction phase can seem extremely rude in many cultures.
- **Lack of privacy** (at home or work) to take the call.

WHAT HELPS?

- Accept that there may be **cultural differences** between you and your interviewer(s). **It is not so important, in the West / North to have a long introduction.** Lack of proper introductions does not indicate that people are rude or don't want to hear from you. However, the interviewers should all tell you who they are, by name and role. If they don't, it is OK to ask, "Who am I talking to, please?"

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WHAT HELPS (CONTINUED)

- Make sure that you are somewhere that is **comfortable** and that **you won't be disturbed**. I have refused to interview a candidate who was driving across Kampala ("It's OK, I am on hands-free!!")
- **Thank them** for interviewing you at the end of the interview.
- **If you don't understand** a question or what sort of answer they want, it is fine to ask.
- **Check your understanding** if you are unsure: "Do you mean...?". This will help you to tune in to interviewer expectations which will relax the tight interview structure.
- Use **Headphones** and don't shuffle papers or eat, etc..

EFFECTIVE INTERVIEW STRATEGIES

- **Prepare well** and, if the interview is not in your first language, read a couple of relevant articles in the language – out loud - to refresh your memory of the jargon, etc.
- **Practice interview techniques** with a friend.
- **Identify causes of problems** early on and be aware that some questions may be ambiguous or vague. If in doubt – ask.
- Remember that the **interviewers may also be nervous**.

GOOD LUCK!

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