



Telephone screening



Overview

The telephone interview can be an effective forum to conduct a rudimentary assessment of a candidates' suitability for a role in a more time effective manner. Telephone interviews will typically be more difficult forums to establish rapport and focus on very factual information exchanges, but the interviewer should take care not to make the process too one-way as it is also the candidates first impression of their prospective employer, and first impressions count!

Typically, telephone interviews will last up to 45 minutes and cover the following core areas:

- A high-level introduction of the role and the company
- Understanding the candidate motivations to ensure alignment with the opportunity
- An assessment of critical technical capabilities/experiences
- Verify alignment on basic working conditions (location, remuneration, hours, right to work)

Preparation:

- Use an interview template to ensure you ask all the key information you need in easily recordable form
- Be consistent with the process you follow for each candidate
- Be clear on the scoring measures
- Make sure you are in a quiet place with a good telephone connection, free of distractions or interruptions
- Have a copy of the candidates' CV and any other supplementary information (application form/cover letter) readily accessible
- Have a copy of the job description/role profile



During the call:

- Introduce yourself, ensure you are speaking to the right person, and check they are free to speak
- Explain the agenda and manage candidate expectations
- Work systematically through your interview template
- Give an opportunity for questions
- Explain the next steps



Scoring:

Assessment of the key criteria MUST be applied with complete consistency. If your company has 'red flags' that would result in a candidate being automatically rejected regardless of the rest of their score, the system below can account for this at your discretion. Any 'red flags' would need to be legally justifiable to a candidate:

Score	Evidence requirements
0	Negative evidence provided (consider for automatic rejection)
1	Failed to produce any or enough evidence to meet the required level
2	Provided satisfactory evidence/answers to meet required level
3	Provided strong evidence/answers above the required level



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