

Unit Three - Shakers and Movers

Interviewing 101- Lecture Notes

Prior to the Interview

- Find out where you're going!
- Know where to park & what door to enter. (What do you do to find out?)
- Read the job posting again and additional information you've gathered.
- Gather your driver's license/state ID card, social security card, a couple of copies of your resume and references, a blue or black pen and paper (not something large).
- Prepare yourself and your outfit (1 up your interviewer). Never wear scrubs.

Interview Arrival To Do List

- Arrive 5-10 minutes before the appointment.
- Turn off your cell phone or pager.
- Get rid of your gum & check your teeth.
- Take off your hat, gloves, sunglasses.
- Greet/acknowledge everyone you see with at least a smile (especially the receptionist!).

Interview Arrival Don't Do List

- Don't take friends, kids, husband/wife – or if you do, leave them way outside of the building!
- Don't smoke just prior to going in.
- Don't bring large bags/backpacks.
- Don't give a reason(s) if you are late – simply apologize.
- Don't ask to borrow things.

The Introductions

- Practice introducing yourself with your friends, mom, etc.
- Speak up!
- Use your first and last name.
- Look the person you are greeting in the eyes.
- Offer a handshake and introduction to all involved.
- Match your handshake to the receiver.

Establishing Rapport

- Match how you sit/compose yourself with the interviewer/panel.
- Match your demeanor to the interviewer/ panel.
- Maintain eye contact – and look at all involved (if panel interview, look at questioner first then look at others).
- Be positive and speak with confidence.
- Use correct grammar.

Types of Questions

- Credential Verification - What is your GPA? (What you say should match your resume).
- Experience Verification - What did you learn in your MA program? (Choose to speak on main competencies/skills – don't ramble!).
- Opinion - What are your strengths and weaknesses? (Commonly asked – you shouldn't have to think about these).
- Silly - What kind of car would you be? (Tests how quickly you think on your feet and if you would fit into the culture).
- Math – How much bandage would it take to wrap a women's size eight foot? (Tests your math skills and your creativity).
- Case Questions – What is the business market like for a small clinic in this area of town? (Tests your ability to analyze a situation and give appropriate responses).
- Behavioral Questions – Tell me about how you assisted a patient with a billing problem. Explain how you obtain a patient history.
 - Very popular type of questioning – tests how you think/function – provide very specific examples and/or stories from work, class or extracurricular activities – let's them know who you really are).
- Competency Questions – Give me an example of your ability to work in a team. Describe how you learn new things.
 - Other questions might be about your leadership abilities, creativity or problem solving skills, customer relations skills, integrity, attitude, etc. (Tests your responses against the main competency requirements for the job).

Interview Answer Don'ts

- Don't Generalize – be specific and give examples.
- Don't speak negatively about your prior employer, co-workers, teachers, etc.
- Don't talk about your personal life (boy/girlfriend issues, personal health issues, financial issues, religious or political beliefs, etc).

Completing the Interview

- Ask the interviewer this question: What are the three main skills (or three main attributes) you are looking for in this position? After their response, you can reiterate how your knowledge and skills match their needs.
- Thank ALL of the interviewers – and the receptionist as you leave.

Following-up on the Interview

- Immediately send thank you notes to the interviewer(s).
- Prepare your references - Make sure they know what company and job you have interviewed for.
- If you have not heard from the employer within the timeline they indicated, you may contact them to let them know you are still very interested in the position.

Finally...

- Don't get discouraged – you could be doing everything right – the job market is very tight!