Champion Interviewing Skills

LSU Health NEW ORLEANS
Office of Human Resource Management

LSU Health NEW ORLEANS
School of Allied Health Professions

Objectives



Interview Preparation

- Research the company extensively - company website, industry articles, press releases, employees.
- Connect your skills and experience with the company and position needs.
- Practice responses to standard interview questions out loud.
- Research salary information for the region and practice setting.
- Research your interviewer(s).



Types of Interview Questions

- Personal
- Professional
- Academic
- Company Specific
- Behavioral



Interview Questions: Personal

- Tell me about yourself.
- Who are three people that you would like to meet and why?
- What is the last book you read?
- What do you consider to be your greatest strengths and weaknesses?

Interview Questions: Professional

- How do you work under pressure?
- What is your ideal work environment?
- Do you prefer to work alone or as part of a team?
- What are your career aspirations?
- What motivates you to perform well?
- What made you decide to go into this field?

Interview Questions: Academic

- Discuss your dissertation/current research project.
- Tell me about your teaching methods, philosophy and goals.
- What are your future research goals?
- How do you see yourself fitting into our faculty and how will you contribute to our mission?

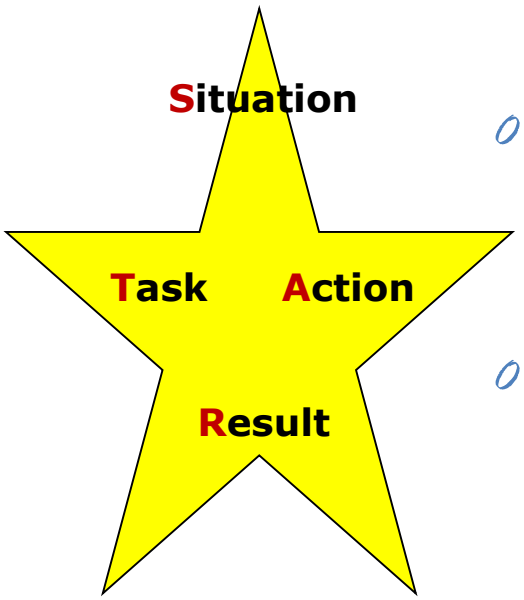
Interview Questions: Company Specific

- Why do you want to join our company?
- What qualifications and personal characteristics do you possess that match our needs?
- What do you know about our company?
- What criteria are you using to evaluate the company for which you hope to work?

Interview Questions: Behavioral

- Tell me about a time when you had to deal with a difficult patient and/or family. How did you handle that situation?
- Describe a time when you delivered a positive experience for the patient.
- Tell me about an effective health promotion program you developed and/or participated in.
- Give me an example of a time you faced an ethical dilemma.

STAR Method



- **SITUATION:** The interviewer wants you to present a recent challenge and situation in which you found yourself.
- **TASK:** What did you have to achieve? The interviewer will be looking to see what you were trying to achieve from the situation.
- **ACTION:** What did you do? The interviewer will be looking for information on what you did, why you did it and what were the alternatives.
- **RESULT:** What was the outcome of your actions? What did you achieve through your actions and did you meet your objectives. What did you learn from this experience?

False STAR Responses

- **Vague**

  Usually …

  Most of the time…

- **Future-based**

  If that happened…

  Next time I talk to a difficult client…

- **Opinions**

  I believe…

  If you ask me…

Best Practices for Successful Interviewing



Interview Tips

- Turn your cell phone off completely.
- Dress for success, formal is always better.
- Map out interview location in advance and plan to arrive 15 minutes early.
- Project positive body language.
- Prepare your own questions to ask interviewer(s).
- Send a follow-up thank you message.

Verbal Communication

- Edit out nonfluencies (*umm, uh, like, well, you know, ah*).
- Use proper language and no vulgarity (“*yes*” instead of “*yeah*”).
- Start sentences clearly, not with “*Uh, well*…”
- Enunciate, and use good diction.
- Use jargon of your field.

Nonverbal Communication

- 93% of communication is nonverbal
- Good firm handshake
- Smile
- Identify and fix nervous habits
- Good posture
- Use enthusiastic tone and appropriate facial expressions

Nonverbal Communication

CareerBuilder surveyed 2,500 hiring managers and 67% said that failure to make eye contact would make them less likely to hire a job candidate. Other nonverbals that hiring managers cited as negative included:

- Lack of smile – 38%
- Fidgeting too much – 33%
- Bad posture – 33%
- Handshake that is too weak – 26%
- Crossing arms over their chest – 21%
- Playing with their hair or touching their face – 21%

PRACTICE!

- Practice will make you more confident.
- Have someone video while doing your interview rehearsal.
- Review yourself and observe your body language.
- share your video with others for feedback.

Dress for Success

- Determine the culture and dress code of the company before the interview.
- Always dress more on the conservative side.
- Business Professional attire is the preferred standard.
- Invest in a traditional dark-colored suit.
- For women, a knee length skirt suit or pant suit is appropriate.

Dress for Success







Interview Day: What do I bring?

- Directions and contact information.
- Portfolio or padfolio with pens and notepad listing your prepared questions.
- Extra copies of your resume.
- Reference list.
- Yourself, arrive 15 minutes early.
- Your smile and positive energy.

Phone Interviews

- Maintain a smile to sound positive and energetic.
- Avoid chewing & drinking during interview.
- Use a landline phone if possible to avoid technical difficulties.
- Keep your resume and the job description nearby for reference.
- Be available five minutes before your call time.
- Conduct interview in a quiet location (*no pets*).

Videoconference Interviews

- Test your connectivity beforehand.
- Choose an appropriate room/space for interview, blank background.
- Professional *Skype* username.
- Maintain eye contact and look directly at the camera.
- Wear full business attire.
- Keep your resume nearby for reference.

Your Questions at the End

- Shows your intellect and interest.
- Helps you gain additional information and determine if the opportunity is the right fit for you.
- Avoid questions where the answer is obvious or readily available.
- Ask about next steps in interview process.

39 Great Questions to Ask in a Job Interview:

http://milewalk.com/mwblog/39-great-questions-ask-job-interview/

Writing an Impactful Thank You Note

- Solidifies your interest and commitment to a position.
- Write down your thoughts immediately following your interview.
- Send thank you note(s) as quickly as possible following your interview.
- Obtain business cards from all interviewers so you will have correct contact information.
- Reference specific points during the interview to demonstrate your suitability for the company.

Summary

- Reviewed interview preparation tips and best practices.
- Explored different types of interview questions.
- Discussed the importance of practicing your interview responses.
- Learned how to compose compelling follow-up correspondence.

Questions



ADDENDUM

Resources and Examples

LSU Health NEW ORLEANS

Office of Human Resource Management

Websites for Salary Research

- Salary.com
- Glassdoor
- Bureau of Labor Statistics Occupational Outlook Handbook
- JobStar



STAR Response Example

Interview Question: Tell me about the most challenging or difficult patient you have worked with.

- **SITUATION:** During my outpatient orthopedic rotation woman came into the clinic for a follow up appointment after sustaining an injury to her lower back resulting from repetitive lifting of heavy boxes while cleaning out a storage area.

- **TASK:** The difficulty was that the patient was struggling with aspects of the examination, including being touched.

STAR Response Example *cont'd*

- **ACTION:** My response was to stop the examination and ask if she had any concerns. I explained that my main goal was to make sure that she was strengthening her core and doing well with her home exercises. The woman disclosed that she was the victim of a recent assault and being touched by a stranger was difficult for her. I acknowledged that I understood why she would be uncomfortable, and asked if there was any way I could make this process easier for her. She asked if I could explain what procedures were going to occur prior to proceeding. I agreed and let her know if she wanted to stop at anytime that was perfectly fine.

STAR Response Example *cont'd*

- **RESULTS:** Ultimately I was able to complete the appointment. In the end the examination was challenging because she was tense throughout, but I realized how valuable it was to both inform her and give her some flexibility in how the examination proceeded. It is a lesson I have carried with me throughout my practice as a physical therapist.



Thank You Note Example

Hello Dr. Johns,

Thank you for taking the time to meet with me yesterday about the Respiratory Therapist position. I appreciated the chance to learn more about you and the LSU Health Sciences Center.

Based on the key points we discussed today, I feel I would be a fantastic match for the job because [*insert details here.*]

Lastly, I want to reconfirm my interest in the position. After speaking with you, I was more excited about the opportunity because you verified the company supports my interests related to *[insert specifics here*].

Thank you!

