

The Interview

Embrace this fact: it's rarely the "perfectly qualified" person who wins the most coveted position. Instead, it is more often the person who "packages" themselves best to meet the needs of employers. This all comes down to how you look on paper, initially (résumé), and **how well you are prepared for your interview**, later.

*~All things being equal, the candidate who breaks the tie is the one who is **BELIEVED** the most. ~*

At Heart, the interview is designed to answer 5 questions FOR THE EMPLOYER:

(1) "Why do you want to work for OUR company?" What attracted you to OUR job description?

➤ You can prepare by researching the the company, review its mission, "**deconstruct**" the job description and **compare** it to your resume, utilize "company insider" websites like www.glassdoor.com to get a sense of the culture, maybe do some gentle stalking of company people profiles on www.Linkedin.com, and be ready to discuss elements of the job that resonate with your experience and desires. Show that you did your homework and **really** want to work for THEM and not the company up the street. Employers like to feel like they are your "number one pick."

(2) "What can you DO for us? What VALUE are you going to bring? "Are YOU the solution we need?"

➤ What you're ultimately "selling" during an interview are those elements of your education, clinical training, previous job history, skills, and work-style that can make a significant contribution to the company – immediately. It is vital that you have prepared examples (STORIES) of past unique and relevant experiences/accomplishments to demonstrate the value that you can bring on Day 1 of work.

(3) "What kind of worker/learner are you? "Will you fit in to our team?"

➤ FIRST IMPRESSIONS! 2,000 hiring managers polled in 2012 said that they knew they wanted to hire someone within the first 90 seconds of the interview! You will be asked questions that evaluate your personality, attitude, and your style or "way" of working. Answers should always point to professional experience, not personal ones. Do not give the employer any doubt of your emotional stability, consistency, or professionalism. You can do this by keeping your answers concise, answering the question at hand without tangents, mentioning nothing about interpersonal drama, preparing answers to common questions to avoid off-topic meandering, and **not being tempted to fill silence with irrelevant talk.**

(4) "What makes YOU different from the 5 others who can do the same tasks?"

➤ When it comes to interviewing, you have one advantage that no one else has.... YOU! Everything that makes you unique – appearance, voice, beliefs, body language – can be presented in a way that can hel[you stand out. Your "way" of being is what separates you from the pack; it is like your finger print...no one works, learns, treats patients LIKE YOU DO. The best method for demonstrating your unique "way" is through **telling great stories**. Have examples ready to back up statements about how you work and learn. For instance, if asked about your greatest strength, don't just answer, "I'm a good listener"...give a past example/story of how you demonstrated this skill. You will be remembered by your examples/stories more than the word you use to define your greatest strength. Create a lasting mental image in the mind of the employer of you displaying the skill or quality.

(5) "Can I afford you? Can you be up and running quickly?"

➤ Can you provide evidence that you will you hit the ground running? Will you pick up new skills very easily? Will not need extensive training? Show the employer that you are WORTH the investment. Highlight any previous healthcare experience, training, education, and medical software (eMar, LMR, CAS, EDIS..etc).

BEHAVIOR OR SITUATIONAL QUESTIONS:

The best/only true evidence that an employer can use to decide if we are going to be a good fit and perform well, is our PAST track-record of performance and fitting-in. Behavioral or situational questions, also known as “performance-based interviewing” helps employers use our past experience as predictors for our future behavior. This is why telling stories/using examples is so important in interviews, and why we may encounter long questionnaires on applications.

These questions often begin with “Describe a time when...” “Can you give an example of a time when...” or “What would you do if ...” Most of these questions can be divided into performance skills or competencies. Common performance skills sought through a behavioral interview or a related question include:

- * **coping or conflict.** "Tell me about a time when you've experienced conflict in the work setting?" "A time when you encountered a difficult patient," "A time when you had a conflict with a coworker, or a manager." "A time of emergency..." How did you resolve the issue?"
- * **teamwork.** "Give me an example of a time when your work group or department worked especially well with another work group or department to accomplish a goal."
- * **flexibility.** "Tell me about a time where you had to adapt to a change in the workplace over which you had no control."
- * **initiative.** "Give an example of a time when you anticipated problems and were able to influence a new direction."

Take some time to brainstorm your past clinical experiences, work experiences, team projects, committee work, and interactions with patients, colleagues, and supervisors. Write down experiences that stand out in your memory and record how you dealt with those situations.

Once you start this process, you'll be amazed at how many situations you remember. This process will prepare you for the day of your interview, giving you several examples from which to pull. Instead of feeling “on the spot” and coming up empty, you will not appear surprised or caught off guard.

Use the following structure for your answer/story:

1. **CONTEXT** – Briefly explain the context of the situation
2. **ACTIONS** – In detail, explain the actions steps you took to deal with the situation
3. **RESULT** – Briefly explain the positive results of your actions...how they helped everyone

Remember this structure by remembering the word – “**CAR**”

Each response on your behavioral interview is often scored from 5 (very strong evidence that a skill is present) to 1 (very strong evidence that a skill isn't present). Understanding how the interviewer will score the interview reinforces the need to cover every aspect of the interview questions you're asked.

TOP INTERVIEWING TIPS

1. **Establishing good rapport** with your interviewers is vital! Smile, show enthusiasm, project positive attitude.
2. As soon as you leave your house, **you are “on stage.”** Be mindful of how others see you.
3. **Have ready strong, practiced answers to the most common initial questions:** (1) tell me about yourself, (2) Why do you want this job, (3) Strengths & Weaknesses, (4) Why did you become a xxxxx?
4. **Try to avoid negative sound bites** like “never, can't, won't, don't, haven't.”
5. **Practice your story-telling** – be engaging, energetic, passionate and relevant.

6. **Consider props** – consider bringing in a career portfolio. Be sure to include a copy of your resume and a list of references. All of this is to show your organization skills and how well you prepare.
7. **Prepare strategic questions to ask your interviewer.** Most applicants wait until the end of the interview to ask their questions. It is always good to have ready a few questions for the end, but don't make the mistake of not asking questions early on! Asking questions throughout the interview is an effective strategy to discover the biases of the employer – what they are really looking for in a new hire. The job description is HR's version of what the hiring manager wants...your strategic questions can help you get at the hiring manager's "real" job description, allowing you to speak to their specific needs and modify your stories/experiences accordingly.

- *What key qualities do you highly value in your most successful xxxxxxx here?*
- *How do you define or measure an employee's effectiveness/success? What is the performance review process?*
- *What was it about my resume that prompted you to interview me?*
- *What would you need to see from me in my first few months of to earn high marks on my first performance review?*
- *What does a typical day look like? Is there a typical day?*
- *What do you see as this hospital's "key ingredient" to successful patient care?*
- *How long have you been here? What keeps you here? What do you like most about working here?*
- *Can you tell me about the team I would be working with? What are their strengths? What would it take to be a successful collaborator here?*
- *What's different about working here than anywhere else you've worked?*
- *How do you motivate your team to perform at its best?*
- *Why is this position vacant?*
- *As a new xxx, I know I have challenges and hurdles I will have to overcome, could you tell me how you have helped past new xxxx be successful in their orientation and integration?*
- *What unique challenges has this group faced over the last year? (i.e. successes, failures, etc.)*

At the end of the interview.....

What's the timeline for your decision? Can I get a business card? Is there anything else you'd like to know, anything that is still unclear about my candidacy, anything I've said that gives you pause about hiring me that I might address before leaving today? DO you see me as a strong candidate for the position based upon our interview today?

8. **Take stock of the first impression you make.** Ask people to make an honest evaluation of the impression you give and your presentation strengths/weaknesses; perform a video-taped mock interview with your career counselor, tape record your voice when conducting a phone screen interview. Evaluate the nonverbal messages you are sending!

Body language and nerves can say it all ...try using the acronym "[SOLER](#)": for active listening strategy.

S - Square-on: Sit up and face the other person(s) square on.

O - Open-posture: Folded legs, and particularly folded arms can be subconscious signals that you really don't want to hear what the other person has to say. Have an open posture.

L - Lean-towards: Lean slightly towards the other person when making a good point. This indicates an interest in what they're saying. Leaning away from a person tends to indicate disinterest.

E - Eye-contact: Maintain normal eye contact with the other person(s). If you keep your eyes down, or keep looking away, you can give the impression that you're not a comfortable or willing listener.

R – Relax: Don't be too formal or stiff. *See section on dealing with nerves.

9. **Follow the basic rules** of courtesy, professionalism, and manners. These go a LONG way!

10. **Do what you must to get inspired**, to reignite the fire so that this enthusiasm shines through. We perform and speak best when we are passionate about the topic!
11. **Take stock of your attitude**. Interviewers can spot “can-do” applicants immediately. Employers want employees who: Believe they can change the impossible into the possible; Do things better, smarter, and faster; naturally; Can find new ways to accomplish something without a map; Will relentlessly search until they find a way.
12. **Remind yourself of your successes**. Think about it this way, the hiring manager already thinks that you are right for the job, hence the interview invitation. All you are doing now is confirming that he/she was right!
13. **Be sure to send a thank you note!**
14. **Don't be discounted for any of these reasons:**
 - Inability to deal with ‘silences’ between questions!!!!
 - Poor personal appearance
 - Vague answers, talking in tangents, long-winded, poor speaking voice, unprofessional slang.
 - Lack of enthusiasm and confidence
 - Condemning past employers; negativity
 - Appearance of low self-esteem
 - Late to the interview
 - Does not thank the interviewer for his/her time
 - Asks no questions
 - Lack of knowledge about the company or the position
15. **Dress for success**
16. **Demeanor**: Be professional above all, but don't be afraid to let your guard down within reason and be personable too. It's OK to be nervous, and it's even OK to admit you are nervous. Always remember the person behind that desk conducting this interview was once in your very shoes!

**See the info graphic below, on the next two pages!!*

What You Wish You'd Known Before Your JOB INTERVIEW

Common nonverbal mistakes made at a job interview

From a survey of 2000 bosses

In a survey of 2000 bosses **33%** claimed that they know within the first **90 seconds** of an interview whether **they will hire someone**



The average length of an interview is approximately **40 minutes**

Statistics show that when meeting new people the impact is:



Top Ten Most common mistakes made at a job interview

- 10 **Over-Explaining Why** You Lost Your Last Job
- 9 **Conveying That You're Not Over It**
- 8 **Lacking Humor, Warmth, or Personality**
- 7 **Not Showing Enough Interest or Enthusiasm**
- 6 **Inadequate Research** About a Potential Employer
- 5 **Concentrating Too Much on What You Want**
- 4 **Trying to Be All Things to All People**
- 3 **"Winging" the Interview**
- 2 **Failing to Set Yourself Apart** From Other Candidates
- 1 **Failing to Ask For the Job**

Most common tips about interviewing

- 4 **Learn** about the organization
- 3 **Have a specific job** in mind
- 2 **Review your qualifications** for the job
- 1 **Be ready to briefly describe your experience**

5 questions most likely to be asked

- 5 **Tell me about your experience at** _____
- 4 **Why do you want to work for us?**
- 3 **What do you know about our company?**
- 2 **Why did you leave your last job?**
- 1 **Tell me about yourself**

Study Your resume, then:

- 1. Research the company & key players**
- 2. Perform a “T” Exercise if there is a job description**
- 3. Create a “Tree Diagram” to help with “tell me about yourself”**
- 4. Build a storybook for “tell me about a time when....” Or “what would you do if...” questions**
- 5. Outline answers to the most common introductory questions: Why do you want this job, what are your key strengths, what is a weakness, what will you bring to the table**

***Study your resume** – and let a few trusted colleagues read it as well. A clarifying resume question can/will always trump any other interview question. Scan your resume and think through any items or even “red flags” that an employer may initially hone in on, and get ready to answer!

1. Research

This isn't research for you to then regurgitate in the interview to show you prepared. It's mainly for your own background information, to inform your understanding of what they're all about — which will help you have a more intelligent conversation with your interviewers because you'll better understand their context.

It's not about rote memorization or proving anything. It's more like the type of research you'd do if you were an independent consultant about to meet with a prospective new client.

Do your research on the Industry:

Do Research on the Company:

Do Research on the Specific Job Opportunity:

- how they see themselves — what do they think differentiates them from other companies in the field? What do they say makes them different from their competition?
- what they're most known for
- any recent news they've made and why
- their biggest current initiatives/projects/products/clients
- anything you can find about the company's culture and values
- roughly what size they are — not to regurgitate back to them in your interview, but to give you a general sense of their context
- who their key players are, so that you recognize names and know what sorts of backgrounds they bring
- How important is the job to the success of the company's mission?

2. Perform “T- Exercise” and begin to outline stories/examples of how you fulfill requirements.

This exercise requires that you overlay your accomplishments onto the employer's needs. This prepares you to talk about your accomplishments, long-term goals, as well as strengths and weaknesses in the context of the specific job you are interviewing for. Draw a line down the middle of a blank page. List the employer's needs on one side and your examples/stories of your skills & accomplishments that prove you can do the job, on the other. In the interview, you'll be able to point out these compatible assets for the employer & you'll stand out.

1. Create a TREE DIAGRAM to help with “tell me about yourself.”

Create a bulleted or pictorial story of your professional journey. This is a picture/diagram that charts your professional work history up to this very moment. The picture should remind you of your RELEVANT professional story – while each important move you made, job you’ve held, personal experience, or volunteer effort is explained in a way that highlights its value to THIS employer’s needs in THIS job. It’s all about transferable experience, jobs, and skills. This diagram can be used for the inevitable “Tell me about yourself” question. Use elements from your T-Exercise to guide you in your choices for the diagram. The basic idea – we can remember a picture much better than script!

2. Build your “storybook” – strengths, accomplishments, unique experiences, overcoming challenges, overcoming conflict- into memorable stories.

Accurate illustrations of the significant goals you’ve achieved & the skills & training you’ve mastered to achieve them. With stories you can create a movie, an image in the mind’s eye of the employer And THIS is how you will be remembered - THIS is how you will differentiate yourself. Think about your dating years..... likely, you are with your current significant other or spouse mainly because you were drawn to his/her life stories and values. His/her “life experiences” and “world perspective” resonated with you deeply, thus allowing you to make a choice that seemed utterly, natural.

Which stories do you use? Well, what do you think prompted the employer to want to meet you, in the first place? Those are the stories you use. For your most recent couple of jobs, education, clinical, internships on your resume, detail 3-5 stories of highlight, accomplishment, success, failure, and challenge to pull from. You will then be ready to provide evidence for your value statements throughout the interview.

3. Create an INTERVIEW OUTLINE to the most common intro questions:

It is vital to create an outline/summary of your answers to anticipated common questions and topics. Use the questions below (and any others you can think of) as your outline headings and write out your answers in full, as if you were speaking them in conversation. Keep your answers concise and paint each statement in light of the job requirements. Later you will rework this outline so that 1 sentence, 1 word, or even an acronym will suffice to remind you of the whole answer. Review the summary the night before and bring your shortened outline and Tree Diagram with you to the interview. One simple glance down is all it takes if you get stuck on a question!

(a) Tell us a little about yourself

An open-ended question designed to judge your communication skills and personal motivations for interviewing for this job/employer. The hiring manager wants a quick, two- to three-minute snapshot of who you are and why you’re the best candidate for this position. *Tell me about yourself does not mean tell me everything. Just tell me what makes you the best. Start with a “hook” sentence that defines the core message you want to convey, and then use the rest as evidence to support the message.

Use your TREE DIAGRAM to help answer this question. Segment your answer into periods of time tracing your RELEVANT journey up to this moment always speaking in ways that highlight your value for the job at hand. Memorizing your STRONG opening sentence will help trigger your memory about the rest of the answer. How would you best describe your most valuable attribute in one sentence? This is a good place to begin.

The key is to be memorable. Like “Simon” from American Idol used to warn, “That performance was forgettable.” We need to leave a positive impression that endures.

(b) Why do you want this job/Why should I hire you?

Segment your answer into 3 parts: (1) Your motivation as to why you desire to do this kind of work, “at all” – your personal/philosophical WHY. (2) How the position and the particular company resonate with your own mission and vision for success..., i.e. "In my job search, I've investigated a number of companies; yours is one of the few that interests me, for these reasons..." (3) How your skills and potential match up great with the job description.

Your “WHY” is unique and different from everyone else – an opportunity to be remembered! Study the job description carefully and research the “about us,” “investor,” and “in the press” pages on the company website. Glean some key elements and explain why you would like to contribute to such a mission, rather than the place up the street. Think about the “PERSONAL WHY” and “PROFESSIONAL WHY,” come up with 2 additional reasons other than your “skills fit the job description.”

(c) What are your strengths?

The uniqueness lies in your stories/examples, not so much in the word you use to describe yourself! So practice being a good story-teller. No one else performs these skills like you do; it is the intangible “way” you work that separates you. Have three powerful stories on-hand to help the interviewer see you using these skills/strengths in his/her mind’s-eye. If possible, try to come up with 3 descriptors or adjectives that are memorable: *“perseverance; empathetic; visionary; attentive; conscientious; driven; resilient; versatile; dependable, consistent, self-disciplined, decisive...”* I will often start like, “the consistent feedback that I have received from supervisors and co workers is that I am xxxx, xxxx, and xxxx.”

*If all interview applicants are likely to have similar skills, education, and general experience (the rest were screened out!), how will you stand out? How will you be remembered?! **The degree to which you are remembered is equivalent to the “power” of your story-telling, your examples!** Be unique, use vivid metaphors and analogies, be animated, positive, and energized. Think about the employer’s perspective – what “hard” and “soft” skills are they expecting you to have?

(d) What are your weaknesses?

This question is designed to see if they need to be concerned about you doing the job well. It is very important to not say anything that may raise a “red flag” - question your ability to handle all requirements of the job, your stability, or your consistency. Keep your answer work-related and always explain how you are working on dealing with the weakness. We can do this by always ending with “here are some steps I have/am taking to improve.”

For example, *“an area that I am working on and hope to always challenge myself with is keeping up-to-date on the advances in computers and technology. I like this challenge. The laptop I bought today will be outdated by tomorrow. Although I am quite proficient in (list softwares that will be required for this job), I still feel the need to stay up with the times. Ways I have worked/been working on this include going back to school for a certification, taking classes at night, researching free tutorials, purchasing books, shadowing a friend who is very proficient...etc.”* “I can’t think of any major draw backs, but something I am working on is being less reflexive to new situations that arise.”

NEVER use the word “weakness,” instead, you are discussing an “area of improvement” that can never be perfected....an improvement that the interview is likely working on too! Every company wants someone who will always strive to better themselves and face challenges head on. It goes without saying, always be POSITIVE and never speak badly about past employers.

Examples of other interview questions to think about:

1. **What is your long-range objective?**
2. **How has your education prepared you for your career?**
3. **Are you a team-player?**
4. **Why choose xxx as your career?**
5. **What do you find most rewarding about being a xxx?**
6. **Do you prefer to work alone, or as part of a team?**
7. **Why go to xxxxxx school for your training/degree?**
8. **What job/internship did you enjoy the most? Why? Which one was your least favorite, why?**
9. **If I were to ask your professors to describe you, what would they say?**
10. **What qualities do you feel a successful manager should have?**

Questions specific to Clinical/Healthcare Interview:

1. **A time when had a conflict with a patient, co-worker, or physician**

Note that if you have no example, most interviewers will keep drilling deeper to find a conflict. The key is how you behaviorally reacted to conflict and what you did to resolve it.

For example: "Yes, I have had conflicts in the past. Never major ones, but there have been disagreements that needed to be resolved. I've found that when conflict occurs, it helps to fully understand the other person's perspective, so I take time to listen to their point of view, and then I seek to work out a collaborative solution. For example . . ." Focus your answer on the behavioral process for resolving the conflict and working collaboratively.

2. **Discuss your most difficult patient. What made them difficult and what did you do about it?**
3. **Discuss your most memorable patient.**
4. **Time you had to advocate for a patient.**
5. **Discuss a time when you went "above and beyond" for a patient.**
6. **Discuss a time when you used critical thinking to resolve a patient-related problem.**
7. **Give me an example of how teamwork helped you accomplish a task.**
8. **Tell me of a time when you made a mistake in the clinical setting and what you did about it.**
9. **An example of when you demonstrated strong patient safety.**
10. **How you handle stress, or an example of how you handled (or would handle) an irate patient.**

ACTUAL QUESTIONS RECEIVED BY INSTITUTE GRADS

1. **Brigham & Women's Hospital – intermediate medical unit**

- Interview lasted 1.5 hours, included tour and intro to other nurses
- Why did you decide on nursing as a career?
- What are your strengths? What are your weaknesses?
- What are you looking for in your first RN job?
- Give an example of a time that you received feedback and gave feedback.
- Case of three different kinds of patients...who would you check on first, and why.

2. **Renown Medical, Reno, CA RN at Trauma ICU and Cardiac ICU (2 separate jobs)**

- Had a short interview with the nurse recruiter and then met with the nurse managers for both the units I was interviewing for and a staff nurse or two from each unit- they all asked me questions together.
- The nurse managers and nurses asked questions mostly from a question bank/packet they had, and wrote down the answers I gave.

- Why do you want to work here?
- Why did you choose nursing as a career?
- What could you bring to the unit? (Trauma ICU and Cardiac ICU)
- I got a couple of scenario questions – “what would you do if you had a patient who just died and their family was all there and grieving and you had to admit someone from the pacu; what would you do if you disagreed with an order written by a doctor?”]

3. Massachusetts General Hospital, Newborn Family Unit (Postpartum), RN BSN

- I met with the unit manager first, although I think normally you meet with HR first and then they send certain candidates on to the interview with the Nurse Manager.

Interview with Nurse Manager of the unit:

- Length of interview was not specified when interview was scheduled but it ended up being 1 hour and 20 minutes.
- Started with personal questions about me.
- Went into professional questions.
- Interviewer asked if I had questions for her.
- Interviewer told me she currently had no positions but would be getting her new budget soon and that she would like me to follow up with her within 6 weeks (she gave me her card).

Interview with HR:

- Was scheduled for 30 minutes; ended up being 1 hour.
- Started with questions about me.
- Interviewer then discussed orientation, benefits, and salary (without my asking her to).
- Interviewer requested a copy of my resume and cover letter be brought to the interview.
- Ended with interviewer telling me that an email would be sent for me to enter reference information; once my references had all submitted their recommendations she would contact me to discuss a possible job offer.
- After my references were submitted I received a call from HR about a week later with a job offer pending criminal background check.

I sent an email and handwritten "Thank you" to the Nurse Manager and an email "Thank you" to the HR recruiter.

Interview with Nurse Manager of the unit (since this interview was in the frame of a "practice interview" she had suggestions for good responses):

- What do you like to do outside of work and/or how do you relax?
- Why do you want to work for Mass General? (Her suggestion was to emphasize points in the hospital's mission statement and express and interest in working at a Magnet Hospital).
- Why are you interested in postpartum? (Her suggestion was to emphasize interest in patient education and what an honor it is to be part of a family's birth experience.)
- What kind of shifts are you interested in working? (Her suggestion is to say that you are interested in doing whatever works best for the unit to facilitate good patient care.)
- How has being a teaching assistant helped you prepare for working as a nurse?
- How has being a paramedic helped you prepare for working as a nurse?
- How would you deal with conflict or disagreement with a colleague?

- Do you have any questions for me? (Her suggestion is to have 3 questions prepared; some good ones are to ask about the orientation process, the Nurse Manager's nursing philosophy, asking about the Nurse Manager's management style.)

Interview with HR:

- Why did you decide to become a nurse?
- Have you ever had a difficult patient that you felt you dealt with well or received positive feedback on how you worked with the patient?
- Have you ever dealt with death at work?
- Have you ever worked an overnight shift?
- Then she asked a lot of questions specific to my resume.

4. Lowell Community Health Center

- Why do you want to work in public health and not at a hospital?
- What would be some negatives working here vs a hospital?
- How would you handle a difficult child?
- How do you plan to continue your CEU credits?

5. New York Presbyterian Hospital – Women's Health; postpartum special care nursery

- What patient did you go above and beyond for?
- Why this hospital and why specifically this department?
- Tell me about yourself?
- What you see yourself doing in 5 years?
- Critical thinking situation?
- Situation where you showed leadership?
- Past job likes/dislikes
- most difficult patient and what you did
- Why should I hire you

4. Beth Israel

I was asked:

- What made you choose nursing as a career?
- Why do you want to work on this floor?
- How do you see yourself making the transition from PCA to RN?
- How will you handle delegating to PCAs?
- There were also scenario questions about HIPPA, an ethical dilemma, error in insulin administration, and one asking what I would do if I saw a fellow nurse running down the hall (emergency situation).

6. Physical Therapy Rehab Hospital

- What is a challenging situation you had to overcome?
- Can you describe a time when you had a conflict with someone and how you handled the situation?
- What is your greatest accomplishment?
- Describe yourself in three words.

- Can you tell me about a situation in which you felt rewarded as a physical therapist?
- What is a situation in which you wish you did something differently?
- What are your weaknesses?
- What attracted you to this facility?
- What do you see yourself doing in 5 years (career, personal, etc.)?
- Describe a time when you had to advocate for a patient.
- Tell me about your work experience.
- I find that most employers like to ask how you overcome a challenge and how you interact with other people in the workplace.

7. SLP CYF Interview

- What kind of experience have you had with [[dysphagia, voice disorders, aphasia, cognition disorders, dysarthria, trachs/vents, AAC]]?
- Which aphasia assessments are you familiar with?
- Which cognition assessments are you familiar with?
- How much experience have you had with MBS/FEES?
- Would aphasia be more or less severe in person with stroke or person with brain tumor (resected)?
- What are your goals with your CF?
- Tell me about a time you had a conflict with your supervisor.
- Why do you want to work here?
- What is your learning style?
- Organizational Skills
 1. How do you keep up with due dates and important to-do items?
 2. How do you organize therapy data and session notes?
 3. How do you stay organized?
 4. How do you keep data during a therapy session with a busy client?

Theory

1. What's your philosophy for serving preschool students for speech/language?
2. What model do you use to serve students currently? (pull out, push in, inclusion, collaborative, coteaching, consultation?)
3. What model do you use to serve students with autism?
4. What program/model do you use to serve students with articulation/phonology disorders?
5. How would you approach serving children with multiple special needs in a self-contained classroom setting?

Experience

1. Tell me a little bit about yourself.
2. Tell me about your current work setting.
3. What social skills resources do you use for children with autism spectrum disorders?
4. Tell me about the most difficult client you've ever had and how you worked through it.
5. Tell me about the hardest therapy session you've ever had and how you made it work.
6. What experience do you have with children with ___(whatever disorder the site specializes in serving)_____?
7. What AAC/Assistive Technology experience do you have?
8. How do you involve parents and teachers in treatment?
9. Tell me what you do in your current job.

Personal Qualities

1. What are your strengths?
2. What are your weaknesses, and how do you overcome them?
3. What prompted you to want a career in speech language pathology?

Goals/Job Outcome

1. What are you looking for in a job?
2. Describe your perfect/dream job.
3. What's most important to you in your job hunt?
4. What are your favorite settings/special populations to work with?
5. What age group do you most enjoy working with?

Knowledge Base

1. What continuing education courses have you taken in the past 2 years?
2. Are you certified in any therapy program such as Hanen, Floortime, ABA, Lindamood Bell, etc?
3. Do you regularly attend ASHA, and which courses do you typically go to?
4. Tell me what you think the current events/issues are in speech-language pathology.
5. How do you usually come up with goals/objectives for clients?
6. Describe the steps you'd take to conduct an evaluation (both quantitative and qualitative).
7. What do you see as your role in the Response to Intervention (RTI) process in a school system?
8. How would you keep your caseload manageable?
9. What do you see as your role in regard to reading/writing skills for elementary school students?
10. What strategies do you use regularly for children with _____ (autism, social skills deficits, Down Syndrome, apraxia, feeding disorders, etc.)?

8. **Beth Israel RN Interview**

- Describe a memorable patient you cared for
- Describe a workplace conflict and how you handled it
- You are caring for a 24 year old female patient with a terminal diagnosis. Her mother does not want you to tell her. What would you do?
- You accidentally administer 20 units of insulin instead of the ordered 2 units. Explain what you would do. (I responded with page the MD, asses your patient for signs of hypoglycemia, give the patient juice or something with sugar)
- Describe a situation where you were a member of a team, working towards a common goal.

-Study Your resume

-Research the company & key players

-Perform a "T" Exercise if there is a job description

-Create a "Tree Diagram" to help with "tell me about yourself"

-Build a storybook for "tell me about a time when..." Or "what would you do if..." questions

-Outline answers to the most common introductory questions: Why do you want this job, what are your key strengths, what is a weakness, what will you bring to the table

- First Impression:

The interviewer will form opinions of you in the first 90 seconds. Think about the often overlooked and often taken for granted details and be your friendly, professional "best version" self - smile, dress well, shake hands, don't sit until they sit, have good eye contact, introduce yourself to everyone, give fresh copies of resume on good paper, maybe have something to write with and pad of paper to take notes. Basically, orchestrate the "first impression" you want to give.

- Be ready for the first few questions:

Be sure to study your resume closely - trying to anticipate what kinds of resume-specific questions you may be asked, initially. If there are any obvious concerns ("red flag items") in your resume, you are likely to be asked to clarify these first.

If there are no resume questions (or after) you will get the all important "opening questions" which will set the stage for the rest of the interview. Likely these will be: "Why did you decide to become a XXX? or "Tell us a little bit about yourself? or "So, tell me why you are applying for this job on this floor/unit/clinic?" Follow-up questions that will often come include: "What are your top 3 strengths? What is a weakness? How have your clinical rotations prepared you for this role?" Your research of the company or organization will help inform your first few questions. Take a look to see if they have been in the news lately....look at press releases.

- Most other questions are likely to be "performance based" questions - ones that start with "Tell me about a time when....." Or, a **situation based** "what would you do if?"

- Prepare your STORIES:

Readying your story-book from your past relevant jobs and your student clinical rotations is the key to answering these performance-based questions. Write down two highlights or "take-aways" for each clinical you completed. You can always adapt the story to fit the question. The questions all are pretty much the same....dealing with some kind of challenge. The question that always comes up is "tell us about a difficult patient and how you worked through it."

- The structure to your answer to these kinds of questions should follow **C. A. R. = (C) Context, (A) Action Steps, (R) Result**. You spend 30 seconds explaining the context of the story, you spend most of the time on the specific action step you took to deal with the situation, finally, you indicate the result that your actions had on the patient, the hospital, your boss, their family...etc.

- Prepare good strategic questions to ask your interviewer:

Most people wait until the end of the interview to ask their questions. And it is good to have a few ready for the end - but it is FAR MORE effective to ask good questions throughout the interview. A well placed question that fits naturally into the discussion can reveal "secret" desires or biases of the interviewer. For example, imagine asking early - "What was it about my resume/experience that prompted you to interview me? or "What makes new grads successful here," or "What key assets of new grad do you value the most?" If you knew these answers early in the interview - it could help you answer later questions even better - because you now know what they are thinking!

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(1) Social psychologists have shown that viewing pictures/images/movies/art/nature that are inspiring or peaceful or happy – greatly increase the likelihood that our very next interaction with a person is a positive one. It can often cause an increase in confidence, positivity, and morality (as detected in conversation). The opposite is true when we view something “disgusting” before an interaction. With this in mind – watch an inspirational movie, listen to your favorite music, read a touching letter, look at inspiring pictures – before you go in to your interview.

(2) For nerves: it is “good” to have a little anxiety, but only a little. You can perform a few body/mind “hacks” that can reduce your stress hormones and leave you with more “bodily” confidence.

- Workout the night before or the day of the interview; show up early to the interview and walk the stairs or do breathing exercises to get endorphins up.
- Try watching this cool TED talk about “power posing” for 30 seconds to reduce stress before interviews: http://www.ted.com/talks/amy_cuddy_your_body_language_shapes_who_you_are?language=en
- Do some hard stretching in the bathroom right beforehand. I actually push with all of my might against the wall for 30 seconds and then release.
- Instead of sitting in the waiting room – walk around, stay standing, talk to secretary if possible.
- Get some “small talk” in beginning of interview to break the nerves. They usually ask me if I would like a glass of water. Say “sure, thank you. Can/May I go with you to get it?” This buys you some time to chat with small talk before your interview.
- Get some small talk going on the walk to interview room – find some “common ground” to establish rapport. This reduces the stress.
- Remember how it felt after you did that good deed? Help another ALWAYS gives us a natural “high” and helps us think clearly.
- Get some good sleep!

(3) Voice – be mindful of your speech: speed, clarity, strength, pitch, volume. Social scientists have shown that people often make unconscious snap judgments based only on hearing our first words – even how we say “hello” can make an impact.

(4) Video-taped mock interview – if you have the time, consider a taped mock interview and watch yourself back in three ways: (1) with sound off and only video, (2) with video off and only sound, (3) both on. You can do this with your career counselor or from home using www.mghihp.interviewstream.com