**Interviewing Techniques**

**Slide 1-Introduction**

Hello and welcome to Career Services presentation on interviewing techniques

**Slide 2- Job Interview**

So – you have created a stellar resume and cover letter, completed a few applications and you get a call for an interview.

With all the positions you may be applying to, you will definitely want to take the time to go back and revisit the company website, and the job description for the position. Become familiar with the company's goals and values. Who are their competitors? Where do they stand in the marketplace? Are they a big company? Small company? Have they been in business 50 years, or 5? Knowledge is power and all of this information can become handy when answering questions during your interview.

Be sure to prepare 5 questions for the interviewer, and bring a notepad to take notes. Next, take time to select professional interview attire. Wear what your boss would wear on the job – remember – it’s always better to overdress than to underdress. Keep in mind things like the amount of cologne or perfume you are wearing. Gentleman – is your facial hair properly groomed? Ladies, are you wearing closed toe shoes? These are all little nuances that create a first impression and you want to ensure from top to bottom you have a polished presentation.

Now, you also want to make sure you know where you are going. This may seem pretty basic, but if you are interviewing with a larger organization, the HR department may be at a different location than where the actual position is located. Be sure you know the exact address, and Google it so you know exactly how to get there. Plan a route, and do a test run at the exact same time of day – then add 15 minutes to your schedule just in case. Keep in mind though, that you do not want to arrive IN the office more than 15 minutes before your interview time. 15 minutes prior to the interview shows you are timely, but anything more than that may pose an inconvenience for the employer.

Finally, before the interview ends make sure you get the business card of anyone you interviewed with, and be sure to follow-up within 24 hours of your interview time with a professional thank you note or email. This is a wonderful “final touch” on the interview, and a way to stay top-of-mind to the interviewer. Take the time to write a well thought-out “thank you” once you’ve had the chance to reflect on the meeting, and NOT from your cell phone in the car while you are still in the parking lot. This will ensure you can check for proper spelling and grammar!

**Slide 3 – Interviews**

Most companies use Behavioral interviews to assess what you have done in the past. This allows hiring managers to view you more objectively. Your past behavior is the best indicator of your future behavior. There are a number of competencies that interviewers will be looking for when you are on your interview.

Tolerance for stress - interviewers will ask you questions based on a time when you effectively worked under pressure in the past.

Problem Solving skills – interviewers will ask you questions about projects you have worked on in the past

Conflict Management – Explain a time or difficult working relationships and how you overcame them.

Leadership – you will be asked to provide examples of a time you demonstrated leadership ability or what values you demonstrate as a leader.

Communication – You will be asked to provide examples of how you adapt your communication style when working with different types of people or situations

Organization/Time Management – You will be asked to describe a situation where you handled multiple tasks at once.

Behavioral interviews will generally begin with sentences like: give me an example in which you, or tell me about a time when.

Think of situations ahead of time where you excelled in either your school work or at a previous employer. Your past experience will help you when answering the interviewers questions.

Using the STAR approach is a great way to develop your answers.

First, think about a situation or task you were faced with in the past

Next, describe the action you took

Lastly, describe the result you achieved

**Slide 4 – Commonly asked Interview Questions**

Not every interview is going to be the same experience, but here are some questions you may want to prepare yourself to answer:

Tell me about yourself: This is considered your brief ELEVATOR SPEECH- and should be 30-45 seconds. Give a brief introduction of your background (recent graduate, experienced professional, etc.), some of your skills and specialties, and what you are seeking to achieve. Although you do not want to sound scripted, you should absolutely anticipate being asked, and should have a “spiel” in mind. Do not touch on personal things (“I have 3 kids, enjoy playing soccer”, etc.); your elevator speech should refer to your professional self as they relate to the job you’re trying to get.

Why are you interested in the Healthcare field? Talk about your background with your coursework and degree, along with your externship experience. All of these probably sparked your interest in the field. Share what you gained, and why you are a good fit for the job.

Why did you leave your past employer? This one can be tricky, and sometimes may cost you the job if not answered correctly. Regardless of what may happened at a past job, always be positive. It’s never a good idea to speak negatively about a company, a boss, or former co-workers. You can say that it wasn’t the best fit for you, or that you are seeking a new position where you can better showcase your background, skills, and experience. You can use this as an opportunity to express more interest in the position you are interviewing for.

Explain the job duties you performed at your externship: Here is where you will want to showcase the tasks, responsibilities and duties you carried out, but tailor your answer to feature desired skills and experience that the employer is seeking.

How did your externship prepare you for this position? Here is where you will want to sell your skills and valuable experience you gained from your externship, and explain how this will translate to a smooth transition for the position you are interviewing for.

How would you handle an upset patient? Use personal examples of how you handled this, if applicable. This is a behavioral question that employers may ask to probe to see how you would handle certain situations. If you’ve handled it well in the past, share it. If this is not applicable, think of a customer service approach, and put yourself in the shoes of the other person you are serving. Employers will appreciate your honesty, and like to see that you are patient-centered.

What are your greatest strengths? Make sure you highlight the strengths that will be most applicable, and desired by the employer. Share how you can multi-task, meet important deadlines, or you collaborate well with others, if applicable. Sharing personal examples of how your strengths improved your company, work environment, or led to personal growth and development would all be a plus.

What are your weaknesses? This is also a tricky answer, but should always be spun in a positive light. Maybe you are too much of a perfectionist, or struggle with a work/life balance. These are all tendencies that you can improve. If there is a weakness you acknowledge, make sure you include the steps you have been taking to correct these tendencies, and how you have improved over time. Employers will appreciate your honesty.

Where do you see yourself in 3-5 years? Keep this career-focused. Don’t talk about personal goals such as getting married, buying a house, or starting a new hobby. Talk about your interest in the medical field, growing and developing in your role, and moving up in the field. Employers want applicants who are going to be in it for the long haul.

Why should I hire you? Here is where you need to stand out from the rest. You are unique in your own way, and have unique skills, traits, and competencies that make you a desired candidate. Showcase these things. Share that you are committed, reliable, and express a genuine interest in the company. It always looks good from an employer to see a candidate who has done his/her homework and knows about the mission of the company, and believes that the mission resonates well with a person’s background and values.

**Slide 5 – Closing Slide:**

Thank you for joining us to go over interviewing techniques. To reach out to our department, please email careerservices@purdueglobal.edu.