

Emerging Healthcare Leaders Webinar: Interview Fundamentals

July 19, 2022

Jennifer Haines, SHRM-SCP

Senior Vice President of Human Resources and Business Operations
Axiom Resource Management

Agenda

- The Job Interview
- Pre-interview Preparation
- General Tips – The “Soft Skills”
- Interview Question Preparation
- Sample Interview Questions
- Job Interviews – A Two-Way Discussion
- Technology and the Evolution of the Job Interview
- The Pandemic and the Evolution of the Job Interview
- Other Considerations

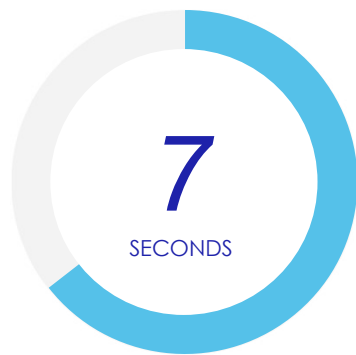
Learning Objectives

- **Gain knowledge on the fundamentals for a successful interview**
- **Employ new strategies for your next interview to increase your effectiveness**
- **Apply new tips to your next interview to increase your competitive advantage**
- **Explain what hiring managers and recruiters are looking for during an interview**

The Job Interview

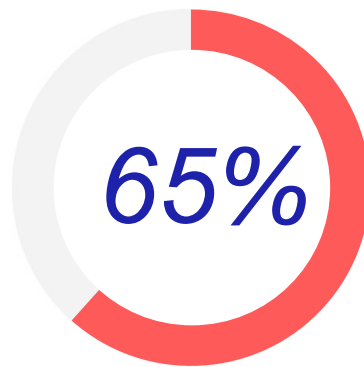
- The interview is an exchange of information; the information does not need to be limited to facts (Harvard Business Review)
- How the information is interpreted interview is often most significant
- Subjective intangibles are powerful
- Successful interviewing is an art

The Job Interview – By The Numbers



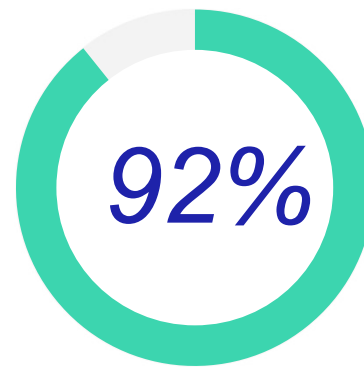
Number of seconds it takes to make a first impression

According to a study by Twin Employment and Consulting, of 2,000 hiring managers, nearly 40% knew within the first 2 minutes if they were going to hire the candidate.



Work Experience

65% of employers have indicated that they prefer their candidates have some relevant work experience.



Social Media

Over 92% of employers use social media in their recruitment practices. Your social media presence matters. A lot.



Competition

On average, 18 people apply for a single job and are an initial match. Approximately 20% of them will be interviewed.

Pre-Interview Preparation



Research the organization

This information is at your fingertips, take advantage of it.



Study the job description, consider how your own experience matches the job requirements

This is where you'll have the opportunity to define your key differentiators.



Come prepared with answers to potential questions

Research those who you will meet with. Title, rank, career history, pronunciation, etc.

Pre-Interview Preparation (Cont.)



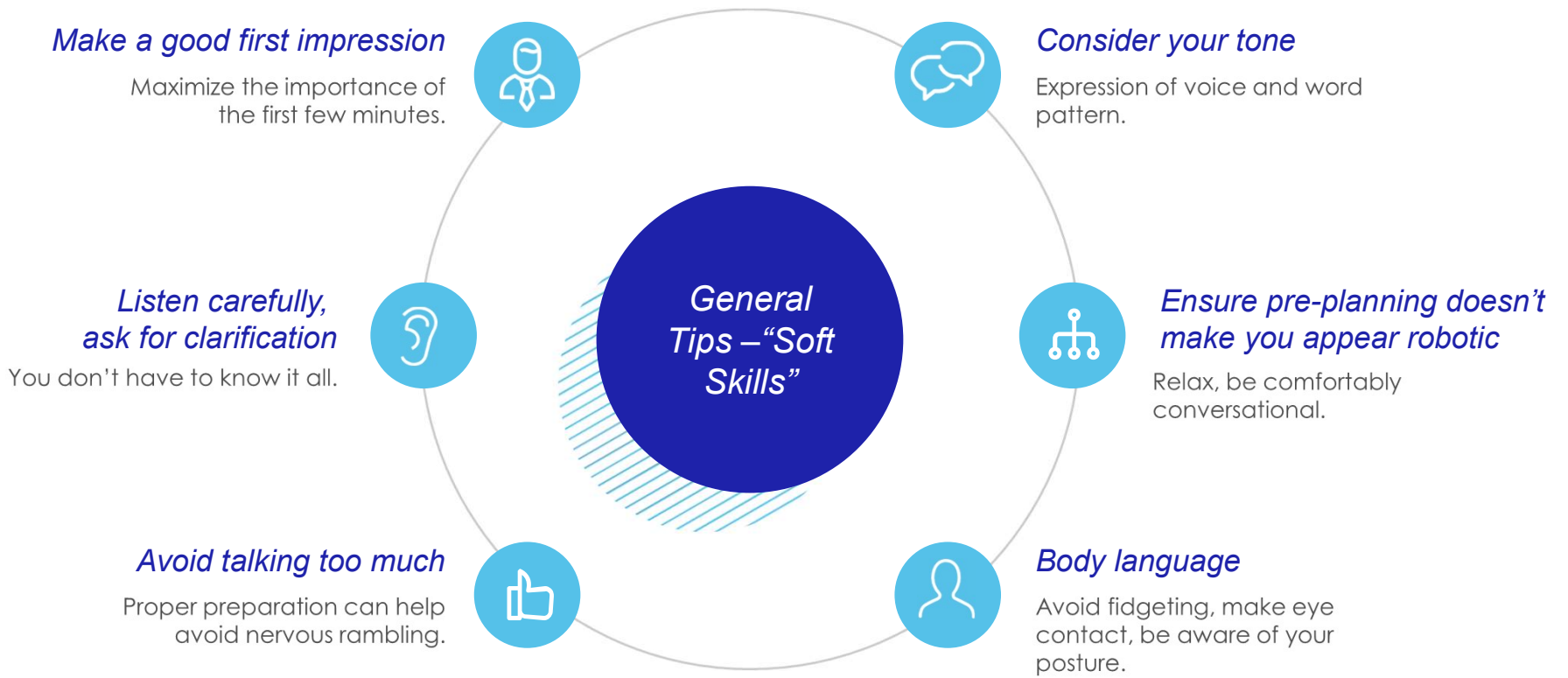
Polish your image

Have a plan for how you present yourself.



Logistics

Location, dry run, testing VTC platform or audio technology.



Interview Question Preparation

1

Most Interviews involve very common and often predictable interview questions

Take the time to prepare your thoughts in advance.

2

Behavioral based interview questions (“Tell me about a time when...”)

Come to your interview with several anecdotes or examples in mind.

3

Align your experiences with the principle requirements of the position

Study the position description, organization, program, project details in advance.

4

Answer the right questions

Avoid going off track or going off on unnecessary tangents.

Interview Question Preparation (Cont.)

Avoid overuse of platitudes – rethink your approach!

5

I'm a great team player

Instead, share a specific story that describes how you have made a team stronger.

6

I'm highly motivated

Provide an example of something that indicated your dedication and drive, everyone describes themselves as "motivated".

7

I'm a creative person

Creativity is better conveyed through examples of how you used alternative thinking to solve a problem or proposing an innovation.

8

I'm a quick learner

Be cautious with this statement, the interviewer also wants you to be the applicant that can take on the task at hand.

9

I'm a perfectionist

A hiring manager is not looking for that. Humanize yourself. Describe how you overcome challenge or connected to a weakness.

10

I'll give it 110%

Instead describe a time when you did not quit until a challenging task was completed.

Sample Interview Questions

- **Tell me a little bit about yourself.**

Sample Interview Questions (Cont.)

- What type of work environment do you prefer?

Sample Interview Questions (Cont.)

- **Tell me about a time where you had to deal with a stressful or high-pressure situation.**

Sample Interview Questions (Cont.)

- Do you prefer to work as part of a team or independently?

Sample Interview Questions (Cont.)

- How do you manage multiple priorities?

Sample Interview Questions (Cont.)

- What are your biggest strengths?
- What are your biggest weaknesses?

Sample Interview Questions (Cont.)

- Where do you see yourself in 5 years?

Sample Interview Questions (Cont.)

- Why do you want to leave your current position?

Sample Interview Questions (Cont.)

- Tell me about your leadership style?

Interviewing is a Two-Way Street

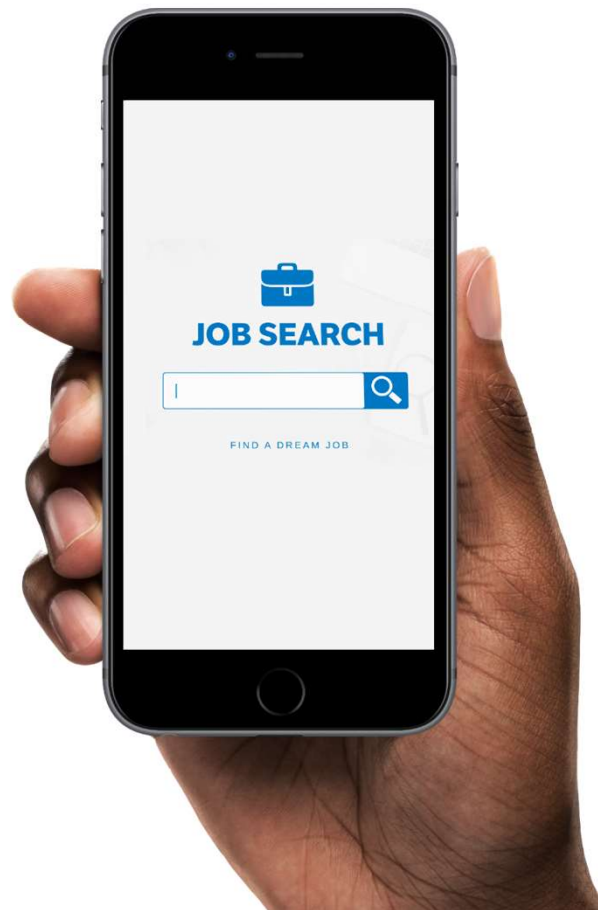
Ask your own questions

- What do you consider to be the biggest challenge of this role?
- Who will I be reporting to and what are their expectations?
- What are you hoping one will accomplish in this position in their first 90 days?
- What does this company value most?



Technology and the Evolution of the Job Interview

Technology is here to stay



1991

Birth of the World Wide Web

Access to the internet began to provide both employers and job seekers with relevant and critical information to be used in the recruitment process.

1995

First video teleconference

Over 25 years later, over half of all employers are using video collaboration software to interview candidates.

2003-2006

LinkedIn was launched, social media gains popularity

Both employers and job seekers now have direct access to an abundance of information.

The Pandemic and the Evolution of the Job Interview

- Virtual hiring is here to stay
- For many companies, recruiting budgets are going to decrease
- Many companies will move to cross-functional work requirements
- Internal mobility is increasingly important to job seekers
- Adaptability was one of the top skills employers indicated they were seeking in 2021
- Employers are spending more money to ensure hiring managers are developing skills in virtual interviewing



Other Considerations

- Considerations if you are interviewing for a new job or promotion within your current organization:
- If you're not offered the job, but you feel great about the company....what next?
- If there are known oddities to your resume (example: large gaps in employment) address them head on
- If you were referred to the job, share information on how you learned about the position; establish the connection
- Share information on professional development; if you have taken effort to improve your knowledge, share that information
- The dreaded salary discussion
- Post interview follow-up

Thank you!

Jennifer Haines

*Senior Vice President of Human Resources
and Business Operations
Axiom Resource Management, Inc.*

jennifer.haines@axiom-rm.com



Questions