

# Interview Techniques in Healthcare

Presented By

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# Educational Goals

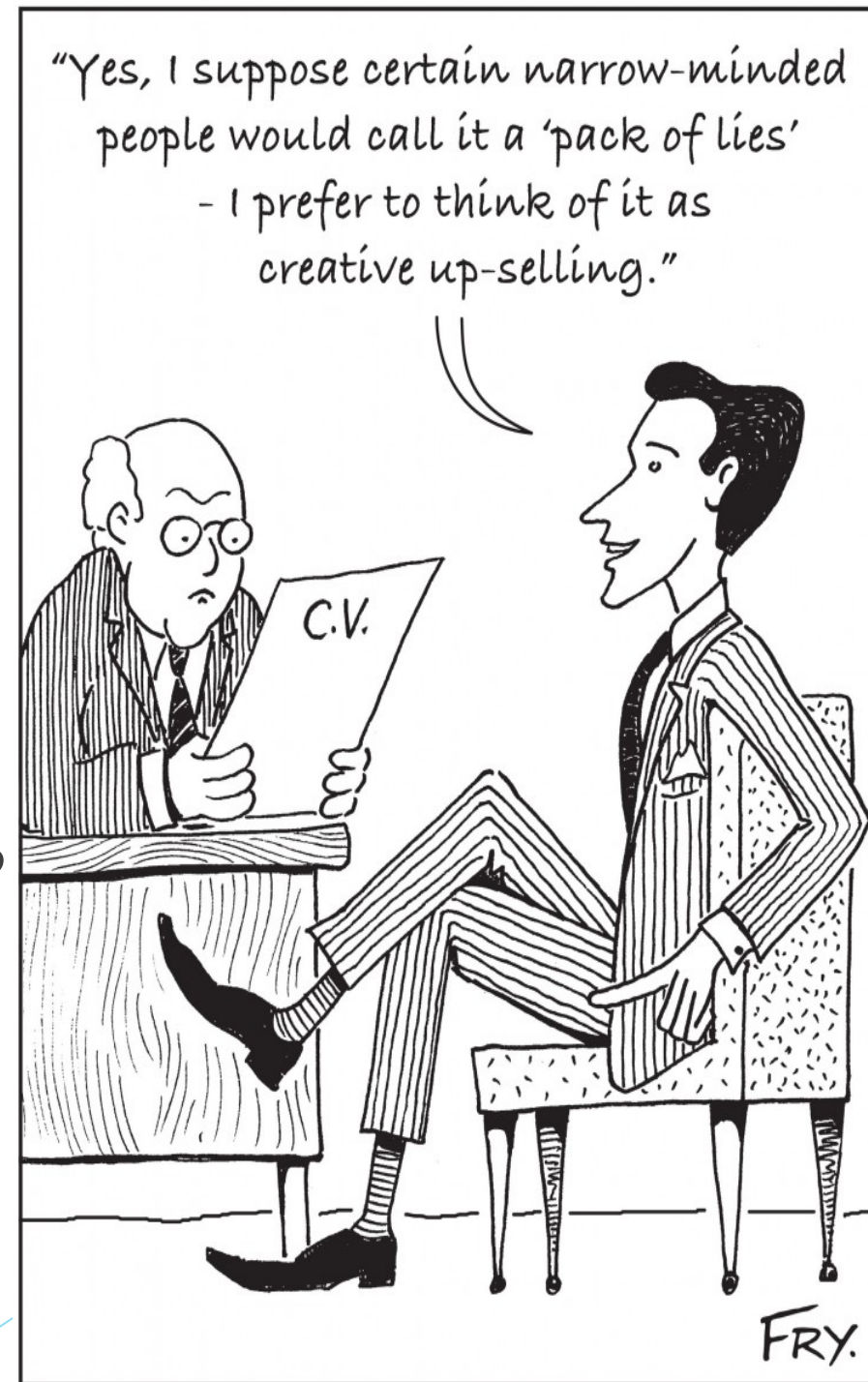
- ▶ Sourcing the candidates
- ▶ Screening resumes
- ▶ Before the interview starts
- ▶ Have you, can you, did you use specifics for your company, industry, and position?
- ▶ Listen for clues by asking open-ended questions
- ▶ What questions did the person ask and did they do their homework?
- ▶ Why involve the team?

# Attracting the Right Candidate

- ▶ Use Current Contacts
  - ▶ Ask carefully by adding “Do you know him/her personally?”
  - ▶ Look to people who have provided a service to you that have the appropriate skill set
- ▶ Use Social Media
  - ▶ Facebook and LinkedIn
- ▶ Web-Based Employment Ads
  - ▶ Monster, Indeed, Career Builders and yes, Craig's List
- ▶ Traditional Sources

# Screening the Resumes

- ▶ What do you look for?
  - ▶ Longevity?
  - ▶ Past positions?
  - ▶ Job responsibilities?
  - ▶ Education?
  - ▶ What issues will exclude the candidate?



# Before the Interview Starts

- ▶ Are you prepared?
  - ▶ Do you know the questions you will ask?
    - ▶ Have a cheat sheet or questionnaire
  - ▶ Have your paperwork ready
  - ▶ Have your interview space prepared
  - ▶ What key qualities are you looking for?
  - ▶ Have your front office person on the lookout and ask her/him for an evaluation of the candidates after the interviews.

# The Interview Itself

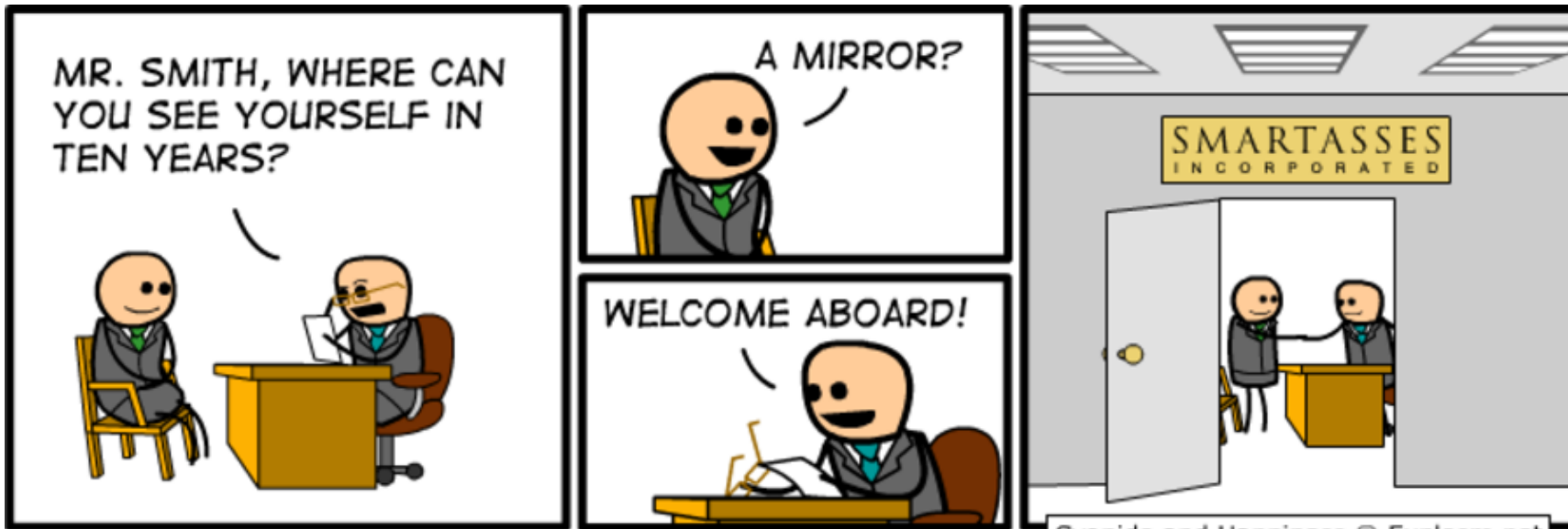
- ▶ The “Have You, Can you, Did You” portion
- ▶ The open-ended “Behavioral Questions”
- ▶ The free-form portion where the candidate asks the questions



**“My short-term goal is to bluff my way through this job interview. My long-term goal is to invent a time machine so I can come back and change everything I’ve said so far.”**

# Have you - Can You - Did You

- ▶ Discuss the career trajectory of the candidate
  - ▶ Look for synergy in positions that show growth
  - ▶ Ask about longevity
    - ▶ It's not always a sign of a fickle employee
  - ▶ Discuss the management style of past employers



# Have you - Can You - Did You

- ▶ Next, get specific about the position
  - ▶ Use terminology specific to the job you are hiring for, for example:
    - ▶ For our EMR we use Athena. Tell me about your experience with this system.
    - ▶ Our Medical Assistants will be responsible for injections and phlebotomy. On a scale of 1 - 5, 5 being the best, rate yourself.
  - ▶ Discuss how the person might have to multitask.



# Have you - Can You - Did You

- ▶ Now we get to what this candidate accomplished in their last positions
  - ▶ In this portion of the interview, consider asking about the managers they worked best with and worst with
  - ▶ (Use these people for the references. This will eliminate the “friend reference”)
  - ▶ Mentally compare their answer to your current team members and management styles

# Behavior Question

- ▶ During this portion of the interview you will be asking the candidate a series of open-ended questions that get to your core needs and your perceived qualities for a successful candidate.
  - ▶ Throughout your career, when did you have your greatest success and feel accomplished?
  - ▶ Tell me about a time that there was a disruptive coworker.
  - ▶ Ask their strengths and weaknesses.
    - ▶ Both will show through in their job performance and you want to make sure they know what their weaknesses are so they can protect against it.

# Behavior Question

- ▶ What should I expect from you working with me and in the first month?
- ▶ In your past positions, have there been any reoccurring situations that have caused you to become dissatisfied?
- ▶ What type of notice do you need to give your current employer, or how much notice did you give your last employer?

# Free-Form Portion of Interview

- ▶ Now it's their turn (to me this is the most telling part of the interview).
- ▶ The questions your candidate asks you tells you their true story.
  - ▶ Are they asking questions about your company, the position you're hiring for, management styles?
  - ▶ You vs. Me questions
    - ▶ Vacation
    - ▶ Pay
    - ▶ Benefits
    - ▶ Hours
- ▶ Not asking any questions is even worse

# Questions

