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- ### Pre-assessment
- Do you know what the purpose of the interview is?
 - Can you name 3 types of interview formats?
 - Can you identify what the interviewers are looking for from the candidate?

- ### Pre-assessment Interview Preparation
- Interview preparation:
 - ❖ Have you outlined self-characteristics?
 - ❖ Have you outlined a set of questions for the site?
 - What is the ideal dress code for professional interviews?
 - What additional communication preparation have you made?

- ### Objectives
- Explain the steps to an interview
 - Identify proper interviewing techniques
 - Compare good and bad interview styles
 - Describe different types of interview types
 - Demonstrate how to look and act during an interview

- ### Interview Purpose
- | <u>Program</u> | <u>Candidate</u> |
|--|---|
| <ul style="list-style-type: none"> • Evaluate if you possess the characteristics & skills required • Determine if you should be part of their team | <ul style="list-style-type: none"> • Acquire critical information to determine if this is the best position for you • Inform the employer that you are the most qualified |

Types of Interviews

Screening interview

- First interviews; conducted in person, over the phone, or via video; used to determine if you meet the minimum qualifications

One-on-one interview

- The most common; could be conducted by and HR rep or a supervisor; focus is on questions related to the job

Panel interview

- Group interview conducted by three or more; panelists may come from different departments; ask questions relative to their work and the job

Types of Interviews

Peer group interview

- Conducted by your potential co-workers; ask questions and make recommendations as to whether you will "fit in"

Lunch or dinner interview

- Dining with potential boss and/or co-workers; used to assess your social skills

Second interview

- Usually involves a company visit and interviewing with more people; focus is to ensure you have the qualifications and will "fit in"

What Employers Are Looking For

- Communication skills
- Ability to relate to others
- Maturity
- Motivation, concern
- Compassion
- Meaningful experiences
- Evidence of creativity
- Ability to cope w/ stress
- Depth of commitment

What Employers Are Looking For

- ❖ Will you fit into the corporate/department culture?
- ❖ Will you work well with others, do you have a professional appearance and mannerisms, can you be promoted?
- ❖ Can you be counted on?
- ❖ Are you productive, will you get the job done on time, can you be trusted, are you a team player, do you have the initiative?
- ❖ Can you do the job?
- ❖ Do you have the education/training, skills, abilities, and experience; what will you do for the company, what have you accomplished to date?

Program Evaluation of Candidates

- **Application:** accurate, timely, error free
- **References:** Call your selection or others
- **Google candidate:** My Space, Facebook
- **Observation:** Presence in/out meeting

Preparing for the Interview

Start with YOU

- Know your goals
- Know why you want to participate in a residency
- Articulate experiences that will facilitate your success as a resident
- Share information about your characteristics

Preparing for the Interview

Research the Employer

You should research:

- Organization website/contacts
- Preceptors involved
- Publications/research/awards
- Professional involvement
- Practice standards

Preparation

- Prepare for questions asked of you
 - ❖ Response limited to ~ 45-60 seconds
 - ❖ Captivating opening & closing sentences
 - ❖ Buzz words
 - ❖ Concise

Practice, practice outloud w/ friends!!

Keys to Responding

1. Understand the question completely
2. **THINK** first then respond
3. Be honest
4. Sound thoughtful, not mechanical
5. Give examples
6. Don't ramble
7. Use proper grammar
8. Avoid verbalized pauses

10 Common Questions

- Tells us about yourself
- What are your greatest strengths?
- What are your greatest weaknesses?
- Why are you interested in this program?
- Why should we select you?

10 Common Questions

- Where do you see yourself in 5 years?
- What are some of your hobbies?
- Would you be willing to pursue a PgY2 program?
- What were you hoping we would ask you today but didn't?
- Do you have any questions for us?

Optimal Response: Raise the **BAR**

Q: Give an example of a significant achievement you have made

R: Background → Action → Result

The Interview

- First impression
- Non-verbals
- Dress
- Know illegal questions
- Prepare for the closing

Introduction

- Establish rapport
- Greet with smile and firm handshake
- Show enthusiasm – make a good first impression
 - ❖ Never have a second chance to make a first impression
 - ❖ First impression formed quickly - less than a minute
 - ❖ Affects the rest of the interview

What is Your First Impression?



www.dba-oracle.com Accessed
Nov 22.07

Most Important Nonverbals

- Eye contact: interest, honesty
- Facial expressions: smile
- Posture: indicates confidence, power
- Gestures: limited use
- Space: be aware of personal space

Winning Nonverbals

- Openness: mouth, hand position
- Confidence: position- chin, seat, hands
- Nervousness: movement, fidgeting
- Defensive: arm, hand, head position

Winning Verbals

- ❖ Can carry on an informal conversation
 - No uncomfortable silence
- ❖ Grammar and word usage are professional in nature
- ❖ Voice sounds confident and self-assured

Which Best Fits Professional Attire?



www.sn.psu.edu Accessed Nov 22, 07

How Men Should Dress for an Interview

- Classic Suit (solid color, dark color)
- Long sleeved shirt (white or coordinated w/ suit)
- Belt
- Tie
- Dark socks, conservative leather shoes
- Little or no jewelry
- Minimal cologne/aftershave
- Neatly trimmed nails
- Portfolio, briefcase

How Women Should Dress for an Interview

- Classic Suit (solid color, dark color)
- Skirt (length long enough to sit comfortably)
- Coordinated blouse
- Neutral hose
- Conservative shoes (this includes height)
- Limited jewelry (avoid dangling)
- Professional hairstyle
- Make-up: light / natural
- Minimal perfume
- Neatly trimmed & clean nails
- Portfolio, briefcase

Attire Tips

- Double check the fit
- Dry clean after interview
- Lay out complete outfits prior to packing
- Prevent wrinkles – use dry clean bags
- Glasses vs contacts
- Polish shoes
- Cover tattoos & piercings
- Travel in business casual

What not to Wear

- Flip-flops or sneakers
- Visible underwear of any kind
- Shorts, jeans
- Pants that are too low-rise or tight
- Blouses that are too low-cut or short

Illegal Interview Questions

- | | |
|-------------------------|--|
| • Race | How to respond if asked: |
| • Color | • Answer “intent” of ? |
| • Gender | |
| • Religion | • Change topic & avoid answering the ? |
| • National origin | |
| • Birthplace | |
| • Age | • Refuse to answer the ? |
| • Disability | |
| • Marital/family status | |

How to ask an Illegal Question

Inappropriate

- Are you considering having children?
- Is that your maiden name?
- Does your religion restrict where you can work?

Appropriate

- Would you be willing to relocate?
- Have you ever worked under a different name?
- Are you willing to work overtime if necessary?

www.career.uci.edu Accessed
Nov 25, 2007

Closing

- Summary of ideas and posing questions for employer
- Use this as an opportunity to emphasize your strengths and interest in the position
- Inquire about the next steps
- Thank them for their time
- Get their business card

Post-Interview

- As soon as you can, take notes after the interview while your thoughts are fresh
- Answer the following questions for yourself:
 - ❖ What does the job entail?
 - ❖ What are the first projects or biggest challenges?
 - ❖ What aspects of the job interview went well/poorly?
 - ❖ What questions would I have liked to have asked and didn't?
 - ❖ What is the next step to take with this employer?

Follow-up

- Be sure to get some contact information from interviewers - preferably business cards
- Write a follow-up note acknowledging the meeting
- Mail letter within 24 hours of the interview
- Be genuine and sincere
- Reiterate your interest in the position
- Amend or add to answers you feel could use more clarification and/or that you were unhappy with

Etiquette

Reducing Stress

- Pace yourself during the interview
- Approach each interview experience with the expectation that you will enjoy it
- Know what's important to you
- Participate in a mock interview
- View often asked questions and rehearse answers
- Put yourself in the shoes of the interviewer

Phone Etiquette

Don't

- Smoke
- Chew gum
- Eat
- Background noise
- Interrupt speaker

DO

- Use caller title
- Take notes
- Provide short answers
- Know schedule
- Establish / meet deadlines

On-site Etiquette

- Be on time
- Firm handshake
- Eye contact
- Wait to be seated until addressed
- Non-verbals: positive
- Thank-you note

What Not to Bring to an Interview

- Gum
- Cell phone (if brought turn it OFF)
- Ipod
- Coffee
- Piercings: if multiple, remove some

Etiquette: Meals

- Be polite – “please” “thank you”
- Utensils – Start outside & work in, desert fork or spoon will be above
- Liquids – on right, solids on left
- Napkin – place on lap once seated
- No speaking with full mouth

Etiquette: Meals

- Don't order messy food
- Don't order the most expensive item
- Do order food that can be bite size
- Alcohol – best to avoid
- Soup – spoon away from you
- Salad – cut into bite size pieces
- Bread – break into pieces
- Finished – position fork/knife at 4PM
- Napkin – chair during meal, by plate post
- Tab – picked up by employer, “Thank you”

Summary: Keys to Success

- Know yourself & your goals
- Research potential employers
- Practice, practice, practice your interview technique
- Review your etiquette practices