Interview Preparation Guide

This guide contains:

Preparing to Interview

An interview is your opportunity to show your skills and experience, and how you can add value to the team you are applying to join.

Before you interview:

It's understandable to be nervous before an interview but making time to practice and prepare will help.

Research the department and your interviewers – you can start with the company website, Glassdoor, and Indeed, where you can find information on company culture, work/life balance, employee engagement, benefits, salaries, interview experience, and employee reviews.

Review the job description and the skills the hiring team is looking for and compare them to your background.

Preparing to Interview

Types of interviews:

Phone or Virtual Interview

- A phone or virtual interview is often the first step in the interview process and is often with the recruiter.

- If you'll be on web camera, dress professionally and make sure you are in an area with good internet service.

- Find a quiet space with few/no distractions and be sure that you have an empty, well-lit background for a video interview, or blur your background if needed.

- Be sure your devices are charged and if the video platform is new to you, practice logging in the day before to resolve any issues and test your technology.

- Remember to send a thank you email to the individual who interviewed you.

In-Person Interview:

- An in-person interview is often with the hiring manager or people responsible for making the hiring decision.

- Ask for directions to the specific interview location (office, meeting room, etc. and plan to arrive at least 5-10 minutes in advance)

- Ask for the name, job title, and contact information of the person who will be conducting the interview.

- Dress professionally and appropriate for the formality of the role. If you are unsure, ask the recruiter.

- Remember to send a thank you email to the individual who interviewed you.

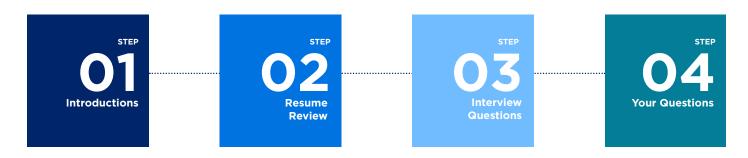## What to Expect In the Recruitment Process

The recruitment process may be different depending on the role. The typical steps in a recruitment process are below, but the timeline and number of steps can vary.

Application Completed by Candidate

Application Review

Recruiter Interview

Hiring Team Interview(s)

Offer

Onboarding

Interview Best Practices

Find time to practice these interview techniques with a friend or family member in advance of your interview.

Interview Structure

STEP **01** Introductions	STEP **02** Resume Review	STEP **03** Interview Questions	STEP **04** Your Questions

Things to Remember During the Interview

- Keep your answers brief and to the point, if you feel yourself going off on a tangent, try to bring it back.

- Try to avoid filler words such as "um" or "ah" and replace them with a basic pause.

- Highlight your skills and how they relate to the position.

- Be present and take notes – topics and questions of interest to the interviewer, so you can mention them in a thank you note.

It's important to include concrete, measurable data when answering questions.

INSTEAD OF SAYING...	TRY SAYING THIS...
I managed customer complaints and resolve disputes.	I created and efficient customer grievance system to manage customer complaints and resolve disputes in a timely manner which improved customer satisfaction by 30% in just 2 months.
I clean patient floors and work with hazardous materials.	I learned how to handle many different types of waste safely and efficiently and lowered the risk of cross contamination by implementing thorough cleaning practices.
I help the doctors take care of patients.	I work as a part of a team to ensure that our patients receive the best care and experience.

Interview Best Practices

Interview Structure

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Introductions

The first impression you make during a job interview is often the most important one. It can play a major role in how an employer sees you as a candidate, and what you say during the first phase of the interview can make a difference to the outcome.

- When interviewing in-person, be prepared to introduce yourself to security or an office administrator by saying your name, the time your interview is scheduled, and who you are scheduled with.

- Greet the hiring manager by saying your name and letting them know it's a pleasure to meet them.

- If your interview is virtual, look directly at the camera – this is how you make eye contact with your interviewer.
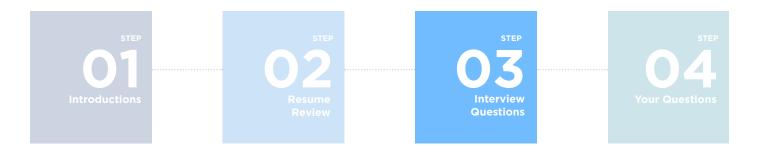
Resume Review

Interviewers are looking to quickly learn about your work history as well as your ability to communicate your story as it relates to the job. It gives you an opportunity to connect each job to a skill or experience directly needed for the position.

- Tell your story, adapt it to the position you are applying for, and explain any gaps.

- Identify how the position you are applying for aligns with how you picture your future.

- Make sure you can talk about your skills and experience without looking at your resume.

- You can review commonly asked interview questions by clicking here.

Interview Best Practices

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Types of Interview Questions:

Interviews may be made up of various types of questions. These are opportunities for the hiring team to get to know you, understand how you may work in specific situations and where applicable, assess your technical capabilities.

General Interview Questions

General questions will usually start and close out the interview. These types of questions are asked to everyone regardless of role or seniority. The purpose is to get a little more information about you and hopefully help you relax a little. They will cover topics such as your background, future goals, interest in the company and role. This is all information about you, so you should be well prepared to answer them!

Behavioral Interview Questions

Behavioral (could also be referred to as competency or scenario) questions are asked when the interviewer is looking for you to provide examples of how you have handled similar situations in the past. A sign you are being asked behavioral based questions is when the question starts with 'tell me about a time when' or 'give me an example of a situation'. When asked these types of questions you want to provide an answer in a way that explains the situation you were in, what your objective was, what actions you took and what the final result was. You can utilize the SOAR method shown below to answer these questions.

Technical or Clinical Interview Questions

Technical questions are asked in roles where the interviewer needs to assess your technical ability for the role and to understand the depth and breadth of your knowledge in your chosen field. Answering technical questions will often be similar to the way you would answer a behavioral question. It is always best to provide the whole picture with your answer so that the interviewer gets a full understanding of the situation you were handling.

S

SITUATION

Set the scene and give the necessary details of your example.

O

OBJECTIVE & OBSTACLES

What was your objective and what was in the way?

A

ACTION

Explain exactly what steps you took to address it. (How did you handle it?)

R

RESULT

Share what outcomes your actions achieved. (What did you learn?)

Interview Structure

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Your Questions

Some example questions you might receive are included below. You will not receive all of these, but be prepared to answer relevant questions from these lists.

General Interview Questions

- Tell me a little about yourself.

- Why did you choose to interview with our organization?

- Describe your ideal job.

- What do you consider to be your greatest strengths?

- Can you name some of your weaknesses?

- What are some of your accomplishments?

- How does your education, training or work experience relate to this job?

- What motivates you most in a job?

- Why should we hire you?

- What do you know about our organization?

- Where do you want to be in five years? Ten years?

- Do you plan to return to school for further education?

- What job-related skills have you developed?

- Did you work while going to school? In what positions?

- What did you learn from these work experiences?

- What did you enjoy most about your last job? Least?

- Have you ever quit a job? Why?

- Have you ever done any volunteer work? What kind?

- How do you think a former supervisor would describe your work?

- Do you prefer to work under supervision or on your own?

- What kind of manager do you prefer?

- Would you be successful working with a team?

- Do you prefer large or small organizations? Why?

- Are you able to work on several assignments at once?

- This role requires some travel, how do you feel about travel?

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Clinical Interview Questions

- What has your experience been in working with a team on a treatment plan?

- Tell me about a time you experienced an ethical dilemma as a clinician? How did you handle it?

- If a patient has an outburst in response to your recommendation, how do you handle it?

- Tell me about a time you were in a disagreement with a colleague over a treatment plan.

- Tell me about the most difficult case you have worked on.

- What approach do you take in communicating with people who do not know medical jargon? Give an example of a time you explained medical terminology to someone who is not medically trained.

- Give an example of a time you had to interact with a hostile patient. How did you handle the situation and what was the outcome?

- Describe a time when you anticipated potential problems with a patient and initiated preventative measures.

- Tell me about a time you had to care for a patient from another culture / religious belief.

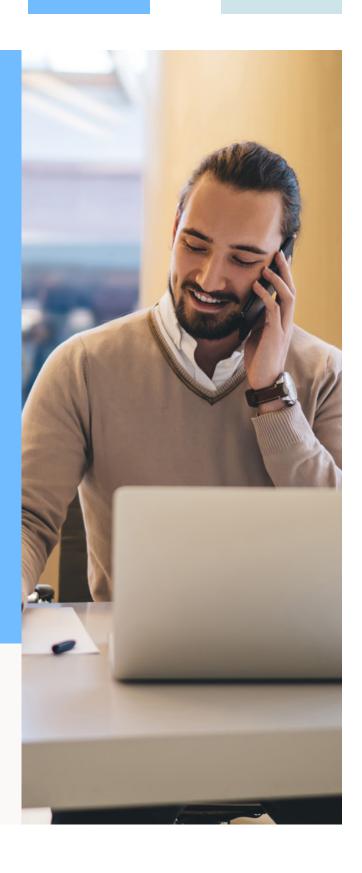- How do you stay up to date with healthcare advancements?

Interview Structure

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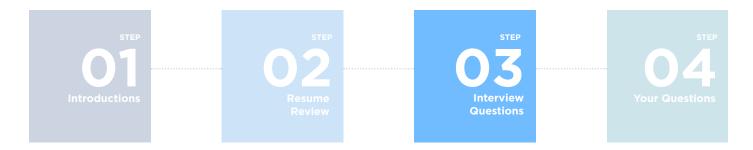</table>

Technical Interview Questions

- How do you keep your technical skills current?

- What are the benefits of working in an agile work environment?

- How do you stay informed of new tech trends?

- What technical skills do you consider yourself to be most proficient in?

- What technical skills would you like to further develop?

- What lead you to pursue a career in IT?

- What systems, languages, and tools are you familiar with?

- What technical certifications do you have or interested in pursuing?

- How important is it to work directly with your business users?

- Based on your technical proficiency, do you feel confident from our conversation and the job description that you could perform this role?
- What approach do you typically take when troubleshooting a technical issue?

- For Engineers — do you have any coding platforms (e.g. github) you are active on or project portfolio that you would like to share?

Also, be prepared to dive deep into the "nuts and bolts" of systems development, programming, analytics, security, etc. in your answers. You can also emphasize your ability to learn new systems quickly, providing examples of when you have done so in the past. In the fast-paced, changing landscape of Tech, it's important to highlight your ability to pivot and adjust course both quickly and efficiently.

Sample Interview Responses

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Sample Responses Utilizing SOAR Method

Question:

Tell me about a time when you handled a challenging situation.

Answer:

On Project X at Company Y, I was unexpectedly thrust into a team lead role and had two team members who hated working with each other.

So I designed a project planning meeting that would get the three of us talking about best ways to approach the project and leverage each of their strengths. The results were excellent as we delivered the project on time and on budget.

Alternative Answer:

In my last position, there was a disagreement between two coworkers about which tasks needed to be completed first. I asked both of them what their priorities were for the day and helped them come up with a plan to complete all of their tasks in an efficient manner. This allowed them to continue working without any further conflicts.

Question:

Tell me about a time when you received negative feedback and turned it into something positive.

Answer:

I was once told that I needed to be more social at work and try and bond with my work colleagues. I disagreed with my manager because I felt that we are there to work and take care of our patients, not to make friends. Becoming friends with coworkers is a bonus. While I didn't become best friends with anyone from the team, I was able to spend downtime reading and studying to earn additional certifications which helped me continue to grow in my career.

Sample Interview Responses

Sample Responses Utilizing SOAR Method

Question:

Tell me about a time when you had to handle a difficult patient?

Answer:

There are of course different ways patients are challenging, but I try to remember that they going through a difficult health issue and feeling nervous about it. I listen to their opinions with empathy and respect. Some patients disagree with treatment plans because of something they read on the Internet or have specific opinions on how something should be done. I will meet their concerns with facts, and when they have a suggestion on a detail that does not impact the treatment, I will incorporate it when reasonable.

Question:

Tell me about a time you received constructive criticism? How did you respond?

Answer:

The last time that I received constructive criticism was from a patient. The patient was extremely nervous about the medication he was about to receive and had many questions. He was upset that more information wasn't reviewed ahead of time for his first appointment. After I apologized, I explained that I was just about to do so. But in hindsight, many of his worries I easily could have addressed over the phone the day prior when I had called to confirm his appointment. I now make sure to help patients anticipate their next appointment by being available for any questions and explaining as much as I can to them over the phone prior to their appointments.

Question:

Tell me about a time when you made a mistake and how you handled it.

Answer:

Last year, I made a mistake while adding financial information to our company's bookkeeping system. It led to a shortfall in available funds at a critical time.
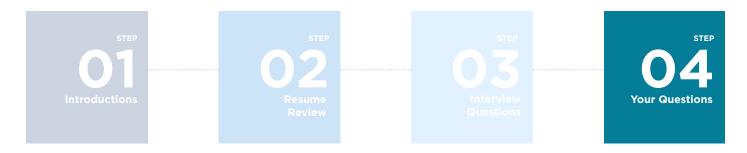
I was actually the one who discovered my mistake first. When I did, I was able to figure out how it happened and what needed to be done about it.
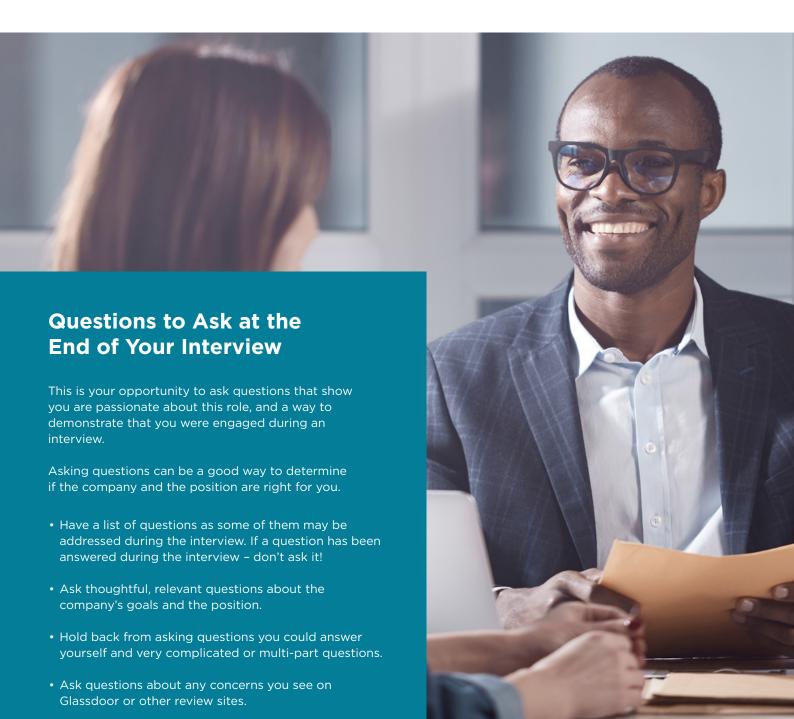
With a plan in hand, I talked to my supervisor and asked that I be responsible for fixing the mistake and calling all effected parties required to remedy it, including our bank. Fortunately, this was caught soon enough that very limited impact occurred, and I was able to prove I was capable of fixing the problem myself.

As a result of that mistake, I developed a method to quickly do a final review and verification of the data before publishing it, added that step to our publishing protocol, and I haven't made that mistake again.
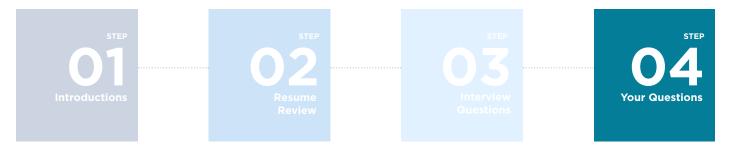
At the End of Your Interview

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Questions to Ask at the End of Your Interview

This is your opportunity to ask questions that show you are passionate about this role, and a way to demonstrate that you were engaged during an interview.

Asking questions can be a good way to determine if the company and the position are right for you.

- Have a list of questions as some of them may be addressed during the interview. If a question has been answered during the interview – don't ask it!

- Ask thoughtful, relevant questions about the company's goals and the position.

- Hold back from asking questions you could answer yourself and very complicated or multi-part questions.

- Ask questions about any concerns you see on Glassdoor or other review sites.

At the End of Your Interview

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Here are some examples of the types of questions you may want to ask:

- In what ways is a career with your company better than one with your competitors?

- Is this a new position or am I replacing someone?

- What is the largest single problem facing your staff (department) now?

- What do you like best about your job/company?

- Has there been much turnover in this job area?

- Do you fill positions from the outside or promote from within first?

- What qualities are you looking for in the candidate who fills this position?

- What skills are especially important for someone in this position?

- What characteristics do the achievers in this company share?

- Will I have the opportunity to work on special projects?

- Where does this position fit into the organizational structure?

- What are the next steps in the process? When should I expect to hear from you?

Post-Interview Best Practices

After the Interview

Send a thank you note after each interview within 48 hours — this shows your interest in the position and gives you a chance to express your appreciation for the opportunity to interview.

Send a follow-up note if you haven't heard back from the hiring team by the date they said they would have an update.

Every interview is a learning experience — ask for constructive feedback, be open to career suggestions, and identify areas for improvement.

Template 1

Sample Thank You Note

Dear **[Hiring Manager],**

I wanted to follow up on my interview on **[date]** for **[position]**. I enjoyed our discussion and wanted to check in on any updates about the position. Please let me know if there is any additional information I can provide. I am excited about the opportunity to work with **[department]** and look forward to hearing from you!

Sincerely,

[Your Name and contact information]

Template 2

Sample Follow-Up Note

Dear **[Hiring Manager],**

I wanted to follow up on my interview on [date] for [position]. I enjoyed our discussion and wanted to check in on any updates about the position. Please let me know if there is any additional information I can provide. I am excited about the opportunity to work with [company or department] and look forward to hearing from you!

Sincerely,

[Your Name and contact information]