



WATCH Project



Building Pathways to a Brighter Future

Job Search Series



Interviewing: Preparation is the Key Part 1

Career Coordinator Packet

Sharon McIntyre
WATCH Project Career Coordinator



Watch the video:
www.csiu.org/watch

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WATCH Core Mission

The **Work Attributes Toward Careers in Health** Project provides a variety of academic and social support services to income-eligible individuals in a ten-county region to enter or move up in a high-priority health care career. Meeting local health care industry needs, the program increases skills, provides critical services and moves participants toward self-sufficiency.

The WATCH Project assists students in preparing for careers as:

Direct Care Workers (DCW)
Certified Nursing Assistants (CNA)
Licensed Practical Nurses (LPN)
Registered Nurses (RN)
Emergency Medical Technicians (EMT)
Paramedics (EMT-P)
Pharmacy Technicians

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JOB INTERVIEW QUIZ

Watch the *Interviewing: Preparation Is The Key: Part 1* video before answering these questions. Circle T if the statement is True or F if the statement is False. Review answers with your Career Coordinator.

1. T F The most important thing you can do for an interview is prepare.
2. T F It's okay to tell the interviewer that you didn't like your last boss. Then they will know what management style you prefer.
3. T F "Tell me about a time you had a difficult patient and how you handled it" is a likely health care job interview question.
4. T F Practicing interviewing with a friend is a good way to prepare for an interview.
5. T F It doesn't matter if you don't know anything about the employer when you get there. You can ask questions at the interview.
6. T F A good way to research an employer is to look on their website.
7. T F One of the first things you should ask is about pay and vacation time. You don't want to waste time if the salary is too low in the first place.
8. T F Bring the name of the interviewer and his/her phone number with you to the interview.
9. T F It's alright to answer your cell phone during an interview.
10. T F Being rude to the receptionist is okay if they are being rude to you.
11. T F You should be thinking about how to answer a question while the interviewer is talking to you.
12. T F Sending a thank you note after an interview looks like desperation.
13. T F Be sure to ask what the next step will be after the interview is over.
14. T F It is a good idea to make notes during an interview.
15. T F If a job is offered you should accept it no matter what.
16. T F If you have gone on several interviews and you have not gotten a job, you might as well give up.

JOB INTERVIEW Quiz Answer Key

1. True
2. False One of the most important rules is not to criticize former employers. You can ask about your potential supervisors' management style when it is your turn to ask questions.
3. True
4. True
5. False You should research the employer before going to the interview.
6. True
7. False You should only be asking about this after you have been offered a job. If the salary is too low, maybe you can negotiate with them.
8. True
9. False If you answer your cell phone the employer may think you don't respect his/her time.
10. False Receptionists often relate their impressions to employers. If they are rude, you need to rise above it.
11. False You need to be listening to the question so you can demonstrate your communication skills. The interviewer will not be impressed with the answer you are thinking if you didn't pay attention to what they were asking.
12. False It looks like appreciation.
13. True
14. True
15. False If the requirements of the job are not going to fit with your family, transportation, childcare needs and needed income then it is not the right job for you.
16. False If at first you don't succeed, ask your Career Coordinator to give you feedback on the responses you gave, make improvements and try again.

Sample Interview Questions

1. Tell me about yourself.
2. What led to your interest in nursing?
3. What interests you about working here?
4. What do you think are the most important qualities of a nurse?
5. What do you consider to be your professional strengths? Give me a specific example using this attribute in the workplace.
6. Tell me about an accomplishment that you are proud of and why.
7. Describe a time when you made a mistake and how you handled it.
8. Describe a time when you made a suggestion to improve the work in your organization.
9. Describe a situation in which you were able to positively influence the actions of others in a desired direction.
10. We have all tried different ways of showing consideration for others. What are some things that you have done in this respect?
11. Describe a time when you had a team experience and not everyone pulled their weight. How did you handle it?
12. Have you ever worked in a situation where the rules and guidelines were not clear? Tell me about it. How did you feel about it? How did you react?
13. There are times when we work without close supervision or support to get the job done. Tell us about a time when you found yourself in such a situation and how things turned out.
14. What do you expect from a supervisor?
15. What was the most useful criticism you ever received?
16. What kinds of communication situations cause you difficulty? Give an example.
17. Have you ever been burned out? When? What did you do about it?
18. Are there any questions that you have for me?

Questions That You Can Ask At an Interview

1. What are the job duties or responsibilities of the position?
 - Could you give me a detailed job description?
 - May I have a copy of the job description?

2. Can you tell me why this position became available?
 - What happened to the previous employee or is this position new?
 - How long has this position been open?

3. What would you like done differently by the next person that fills this position?
 - What are your expectations of me if I get the position?
 - What are some of the short- and long-term goals and objectives you would like achieved in this job?

4. What are some difficult challenges that I would face in this position?

5. How would you describe an ideal candidate for this position?

6. May I have a business card?

7. Would it be possible to have a tour of the facility?

8. What do you like most about working for this company?

9. To whom would I report?

- Please describe the management style of my supervisor.

10. Are there any special clearances or certifications needed for this position?

11. How is an employee evaluated?

- When do you evaluate employee performance?
- How are employees given feedback about their performance?

12. May I provide you with additional information?

- For example: a copy of my references, diploma, certificates, previous evaluations or letters of recommendation?

13. When will you be making a decision?

- How would you prefer I follow up with you after the interview?
(by telephone, e-mail, etc.)

Do Not Ask About insurance benefits, vacation, medical leave, paid time off or salaries until you have been offered a position.

AFTER THE INTERVIEW

33 of the Most Common Reasons for Rejection

1. Asks no questions about the job
2. High pressure personality
3. Radical ideas
4. Indefinite response to questions
5. Sloppy application or resume
6. Unwilling to go where an employer wants to send you
7. Low moral standards (dishonesty)
8. Lazy
9. Strong prejudices
10. Narrow interests
11. Inability to take criticism
12. Late for the interview
13. Failed to express appreciation for the interviewer's time
14. Condemns past employers
15. Lack of social understanding (don't act like you own the place)
16. Marked dislike for school
17. Fails to look interviewer in the eyes
18. Limp handshake
19. Little sense of humor
20. Only wants job a short time
21. Doesn't know anything about the company/organization
22. Overemphasis on money
23. Poor grades
24. Expects too much, too soon
25. Makes excuses
26. Lack of maturity
27. Lack of courtesy, poor manners
28. Poor personal appearance
29. Overbearing-know it all
30. Poor voice, diction, or grammar
31. No career goals
32. Lack of enthusiasm
33. Lack of confidence and poise

FOLLOW UP FOR THANK YOU LETTERS

You have had the interview. Now what? There is another thing you can do which will improve your chances of getting a job offer. Write a brief note to the interviewer thanking him or her for taking the time to meet with you.

Only 1% of job applicants send a thank you letter after the interview. Often they are the ones who get the jobs. Simple courtesy and the willingness to follow through makes them stand out from other applicants.

The interviewer should receive your note only a day or two after the interview and will be reminded of your interest and enthusiasm. Use the letter to re-state any positive points you want to make about yourself or include any important information you may have forgotten to emphasize.

TIPS ON WRITING A THANK YOU OR FOLLOW UP LETTER

Type (use computer) on good quality paper or handwrite a notecard.

Limit contents to one page.

Be brief and simple, enthusiastic, but not desperate.

Use the person's job title in the address section.

Send the letter within 24 hours.

Remember to sign the letter.

Send a thank you note to every person with whom you interviewed and to every networking contact with whom you spoke.

Keep a copy of your letter in your company contact file.

SAMPLE THANK YOU LETTER

(current date)

Mr. Larry Simms, Human Resources
Eaglesview Healthcare Community
1000 Birdwatch Lane
Lock Haven, PA 17745

Dear Mr. Simms,

Thank you for taking the time to meet with me yesterday to discuss the CNA position at your facility. The information you provided was very helpful.

As we discussed, the experience I have gained during my recent clinical education as a CNA, as well as my many years of being a home health aide, has prepared me for this position.

I would like you to know I am very interested in working for Eaglesview Healthcare Community and as you suggested, I will contact your office next week.

Sincerely,
(Sign your letter here.)

Lisa Gibbons
570-752-2716