

NANT Conference 2019

Job Interviewing Tips & Techniques

Satellite Healthcare

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Talent Acquisition



About me

LeeAnn Gilbert, Manager/HR Principal Consultant - Talent Acquisition at Satellite Healthcare

- 12+ years of HR experience
- 4 ½ years at Satellite Healthcare in Talent Acquisition
- What do I do?
 - Sourcing
 - Recruiting
 - Coaching
 - Recruiting strategy
 - Training and presentations



Are you ready for your interview?



What We Will Review

- Types of interviews
- Common interview techniques
- Prepare for the interview
- Inappropriate interview questions
- Be professional



Types of Interviews

- Phone interview/phone screen
 - Recruiter
 - Hiring manager
- Video interview
 - Hiring manager
 - Group/panel
- On-site interview
 - Hiring manager
 - Group/panel
- Career fair interview



Common Interview Techniques

- Behavioral interview (also called competency based or structured interview)
- Structured interview
- Unstructured interview
- Task-oriented or Problem-solving interview



Behavioral Interview

Behavioral interviewing is a job interview technique:

- Focused on discovering how an applicant acted in specific employment related situations
- Instead of hypotheticals, this technique focuses on a candidate's actual behavior in situations relevant to a company's competencies



Behavioral Interview

The applicant is asked to describe past behavior in order to determine whether he/she is suitable for a position.

Premise:

- Past behavior is the best predictor of future behavior

The format used is based on the STAR approach:

- **S/T** – **S**ituation/**T**ask
- **A** – **A**ction
- **R** – **R**esults



Behavioral Interview

STAR approach:

- **S/T** – **S**ituation/**T**ask
 - What was the event, activity or situation?
- **A** – **A**ction
 - What action did you take?
- **R** – **R**esults
 - What was the outcome?



Structured Interview

Structured interviewing is a job interview technique:

- Focused on the interviewer asking a specific set of questions
- Answers should be brief and to the point, while displaying a match between your skills and experience, and the requirements for the position



Unstructured Interview

Unstructured interviewing is a job interview technique:

- Focused on the interviewer asking general, open-ended questions
- Responses can be longer and reveal more about yourself



Task-Oriented or Problem-Solving Interview

Task-oriented or problem-solving interviewing is a job interview technique:

- Focused on the interviewer asking the candidate to complete a problem or task in order to assess analytical, creative and problem-solving abilities under pressure
- May involve a written or computerized test to determine technical knowledge and skills



Prepare For The Interview

- Update resume
 - Work history, responsibilities
 - List accomplishments
- Research the company
 - Company website
 - Glassdoor
 - LinkedIn
 - Facebook
 - Crunchbase
 - Network contacts
- Understand the company business & culture
- Know the company mission



Prepare For The Interview

- Research the interviewer(s)
 - LinkedIn
 - Company website
- Know the leadership team
- Rehearse
 - Ask someone that will be impartial and will provide feedback
- Visualize the ideal interview
- Prepare examples from previous experience to answer behavioral interview questions



Prepare For The Interview

- Dress professionally
- Arrive early, but not too early
- Be confident
 - Maintain good eye contact and body language
- Organize the verbal presentation of your work history
- Ask strong, thoughtful questions



Inappropriate Interview Questions

- Age
- Family/marital status
- Race or appearance
- Religion
- Sexual orientation
- Citizenship/National Origin
- Current salary or pay rate
- Disability
- Health
- Arrest record
- Convictions



Be Professional

- Be professional throughout the entire interview process
 - Be responsive to recruiter
 - Be persistent, but not overly aggressive
 - Firm handshake
 - Follow up thank you email or written note



Exercise – Interview Role Play

Interview Questions:

- At times we have all worked with difficult people. Tell me about a time when you were successful in developing a cooperative relationship with a member of management or a team member.
- Have you ever been involved in any quality improvement initiatives? If so, can you please provide specific details of the work you did.



Questions?



Thank you!
Let's connect!

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