

Interviews 101

TARGET AUDIENCE

What work is this interview for?

KEY MESSAGE(S)

What messages do you want to get across in this interview?

TELL ME ABOUT YOURSELF

Example

"I began my career in retail management, but a few years ago, I was drawn to the healthcare space. I've always been skilled at bringing people together and working towards common goals. My experience successfully leading teams and managing stores led me to consider administration, and I've been building a career as a driven health administrator for the last four years."

"In my current role at XYZ Medical Center, the efficiency of the office has been a personal focus—especially as it relates to patient outcomes. I set and oversee goals related to department budget and patient volume. Last year, I worked with our IT department to implement a communication system for scheduling procedures and protocols to ensure that all departments were adequately staffed at all times. With our new online scheduling portal, we increased communication efficiency by 20%. To stay informed about their ongoing concerns, I hold regular meetings with physicians, nurses and other healthcare staff. In my role, I also manage marketing and advertising efforts on behalf of the Center. I've been really enjoying that part of my work and I'm especially interested in bringing the experience I've gained as well as my commitment to efficiency to the team at ABC Health. Outside of the office, I'm an avid reader and I love to hike. On weekends, you might find me at the local bookstore or exploring hiking trails in the area."

Your introduction

Focus on 3 key points about you!

CHALLENGING QUESTIONS

STRATEGIES:

Turn negatives into positives by showing improvement, learning, or growth.— Show awareness and management strategies

Change language from weaknesses to challenges —Weaknesses are seen as more permanent, challenges can be overcome

Provide context, avoid generalizing, use past tense

EXAMPLES:

- What is your biggest weakness?
- Tell me about a time that you failed at achieving a goal.
- Who was your least favourite supervisors and why?
- What was your least favourite job and why?

EXAMPLES OF BEHAVIOURAL QUESTIONS

Collaboration | Tell us about a time when you built rapport quickly with someone under difficult conditions.

Communication | Tell us about an experience in which you had to speak up in order to be sure that other people knew what you thought or felt.

Forms of Knowledge | Tell us about how you source knowledge and seek out information to inform a project.

Initiative | Give me examples of projects/tasks you started on your own.

Leadership | Give an example of your ability to build motivation in your co-workers, classmates, or on a team.

Problem-Solving | Tell me about a time when you solved a problem.

Project Management | Tell us about a project you managed from start to finish.

Resilience | Tell me about a time when you failed or made a mistake.

<p>S Situation</p>	<p>What was the situation? When was this?</p> <p>What role did you have? Formally ...by choice/preference...</p> <p>What problems/challenges did you encounter? (as a team? personally?)</p>	
<p>T Tactics</p>	<p>What did you need to do and what options did you have for dealing with the situation?</p>	
<p>A Action</p>	<p>What did you actually end up doing?</p>	
<p>R Results</p>	<p>What happened as a result? How did things work out in the end?</p> <p>What did you learn from this experience? How has this changed what you do now?</p> <p>How would you use this experience in the new role?</p>	

ASKING QUESTIONS

- I am interested in hearing about a project that went well.
- If you could, what resource would you add to this department (human or technical)?
- What 3 things are critical to accomplish in the coming year?

Your questions