

In-Depth Interview Form

Hiring Resource

Applicant Name _____ Date _____

Open-Ended Questions

1. Tell me about yourself.

Likes: people, team atmosphere, organization

2. Tell me about your last (or present) job. Likes/dislikes, accomplishments/frustrations:

Likes: team approach, accomplishing a mission, reaching goals

3. What factors are the most important in your work?

Good structure, knowing what is expected, high quality, good pay

4. When I call your references what are they going to say about you?

Positive personal and work characteristics

5. May I speak to your present employer? If yes, what will he/she say about you?

Positive personal and work characteristics

6. What are you currently earning?

Get details about hourly, weekly, benefits, etc.

7. Why do you want to work in health care?

Helping people

Meta-programs

1. Visual/auditory/kinesthetic profile (circle one)

Visual- high-pitched voice, rapid speech, speech may be fragmented, may interrupt, no pauses. Uses "visual" words and phrases: looks like, I see, appears, bright, flashy, etc., eyes look up when thinking

Auditory- moderate pace of speech, speaks in sentences, modulated tone, musical sound, never interrupts, uses pauses, eyes look to the side when thinking. Uses "audio" words and phrases: sounds like, rings a bell, music to my ears, I hear ya, etc.

Kinesthetic- slow responses, long pauses, breathy voice, many non-word sounds (ahhh... uhhh... ummm), non-verbal communication (hand or face gestures as responses to questions) looks down when thinking. Uses kinesthetic words and phrases: feels like, heavy, hot/cold, rough/smooth, angry/happy etc.

2. Matcher/mis-matcher (circle one)

Show two red aces and a black ace or use three quarters, one tails and two heads.

Say: *What's the first thing you notice about these cards (coins)?*

Matcher- comments on similarity of the two alike objects

Mis-matcher- comments on the difference of the third object

3. Moving toward/away (circle one)

Say: *What's the main thing you want from this job?*

Towards- listing of things to achieve, benefits, etc.

Away- things to avoid, previous dead-ends, problems, etc.

4. Internal/External frame of reference (circle one)

Say: *How will you know when you've done a good job?*

Internal- I'll just know, it feels right, I get the desired result, etc.

External- my boss will tell me, I'll get a raise, etc.

5. Sort by self/others (circle one)

Say: *When you become good at this job, who will benefit the most?*

Self- I will

Others- the staff, the patients, my family, etc.

6. Possibility/necessity (circle one)

Say: *Why did you take your last job?*

Possibility- I wanted to accomplish something, I thought it would be interesting, etc.

Necessity- I needed the paycheck, it was close to day-care, etc.

Ideal candidate for Front Desk CA: Low visual or high auditory, matcher, moving towards, sort-by others, possibility, external frame of reference.

Back Desk CA may do well as an mis-matcher, and sort-by self. This person will probably be efficient, but difficult to manage.

Data Questions

1. What is your typing speed? (> 60wpm?) When was the last time it was tested? (If no
2. answer, you will need to test this)
3. Does our no-smoking policy bother you?
4. Do you have reliable transportation?
5. Our hours are as follows: You need to be here at (15 minutes before patients). We are usually done at (time), but sometimes we run late. Will this work for you?
6. Do you have any obligations that will pull you out of the office?

Typing Test

Unless she has a recent certified typing test, you must test this yourself. Use a page of text from your office or from a magazine. The text should be non-technical and in at least 12 point (standard) type. The length should be about 120 words, including short words. Time the length of transcription. 60 wpm with <3 errors is a minimum standard for most jobs. If you dictate extensively, also have her type a short session of dictation. This speed is harder to measure, due to different rates of speech. However, the text should flow onto the screen during the test without repetitive stopping and starting.

Closing

If she does not match your profile, say:

"Thank you for your time. I'm interviewing two other candidates, and will offer the job by Thursday to my best candidate."

If she matches your profile, give the candidate job specifics and close the interview. Say:

"Let me tell you a few details about the job. First, I'll be training you in all aspects of the job. You'll know what to expect, and you'll have the things you'll need to do a great job. The job pays by the hour, with a bonus plan. The hourly pay rate is (see manual). You'll average 35 hours per week. I'll give you more details about the bonus plan at your training. Are you still interested?"

Handle any specific questions from the candidate at this time. Then say:

"I'm scheduled to interview two other candidates today. I'll offer the job to my best candidate by Wednesday or Thursday. I think you'd do very well here, and would be a good fit. Are you considering any other positions at this time?"

If no, say, *"Thank you for your time. Can I reach you at (number?)"* and escort the candidate to the reception room.

If yes, say, *"Can you delay your decision until later today?"*. You are asking for time to interview the other candidates.

Then say:

"Good. I'll be calling you this evening."

In this case, or with a tight job market, you must speed up your decision process by a day, and handle it by Tuesday night.