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# Interview Preparation Guide

This guide is designed to help you fully prepare your interview with your candidate. To feel confident in asking questions and allowing you to ask further impromptu questions so you gain a fully understanding of the candidates suitability for the role.

## Prior to the Interview:

- ✓ Please take time to review the resume and any supporting documentation submitted by the candidate.
- ✓ Prep the interview room/space - quiet and distraction free.
- ✓ Ensure your team does not disturb you during the interview, put your cell phone on mute.
- ✓ Ensure you have prepared your interview guide document and have your questions ready to ask ahead of time.

## Opening the Interview:

- ✓ Take a few minutes to build rapport with the candidate.
- ✓ Introduce yourself and your position, relationship to the role.
- ✓ Provide a brief overview of the role the candidate has applied for.
- ✓ Explain that there will be an opportunity to ask questions at the end of the interview.
- ✓ Then explain the format and process of the interview.

Below is an example of a script that can be used:

*"I'd like to spend the next 30 minutes discussing your qualifications and experience to determine whether they match those needed for the position. I'll ask you questions in areas that are important for success in this position. I'll also provide you with an opportunity to ask any questions you may have at the end of the interview. At the end of the interview, I'll explain the next steps. Do you have any questions before we begin?"*

## During the Interview:

- ✓ Be sure to ask each question as written to create a consistent experience for each candidate. This also allows you to make direct comparisons between candidates to select your successful new employee.
- ✓ Use probing questions to gain information regarding the situation (S), behaviours (B) and outcomes (O)
- ✓ Take detailed notes regarding the candidate's responses.

## After the Interview:

- ✓ Ask the candidate what questions they have.
- ✓ Discuss the job description.
- ✓ Describe next steps in the selection process (i.e. second interview? reference checks?).
- ✓ Provide a clear timeframe for when the candidate will hear the outcome of his or her application.
- ✓ Thank the candidate for their interest and time.

## Sample: Interview Questions to Consider by Key Competencies

(Note: you can find many interview questions online – you want to select/create questions that work best for you, the role and the culture of the clinic)

### Customer Service Oriented (relates well to others)

- In your experience, what are the best ways to achieve and maintain excellent customer/patient satisfaction? Give me an example of a time you did this. What was the situation? Who was involved? What did you do? What was the outcome?
- Give me an example of a time you dealt with an unhappy customer, how did you resolve it to their satisfaction?
- Tell me about a time that you were able to provide exceptional customer service. Who was the customer? What was the situation? What was the response? Is there anything you would do differently?

### Attention to Detail (accurate, precise, focused)

- Tell me about a time when after making a mistake you were able to apply what you learned from it in the future. What was the mistake? Who was involved? What did you do? What was the outcome?
- Tell me about a time when you realized, after completing a task or project that you made a mistake. What did you do? Describe for me the situation? Your actions? The outcome?
- Tell me about a time when you had to manage two projects at once – both having the same deadlines and importance. (S, B, O)

### Problem Solving (solutions oriented, creative, inventive)

- Describe a situation where you had to teach a peer or superior a new skill? (S, B, O)
- Tell me about a time you provided service that exceeded the expectations of a customer or another person because you sought additional information? What was the Situation (S) Behaviour (B) Outcome (O) – *the key to this question is that they went looking for additional information.*
- Tell me about a time when you encountered a problem and your manager was not available. What was the problem and what did you do?
- Tell me about a time you were unable to do something because you did not have all the information or resources that you needed. What was the problem? What did you do to solve it?

### Accountability/Integrity (self starter, willingness to learn, humble, trustworthy)

- Having a can-do attitude is important for our team. Describe a situation where you demonstrated a can-do attitude. What was the (S, B, O)?
- Walk me through a time when your company introduced a new product/service/policy that you were unfamiliar with, what did you do?
- Tell me about a time you received unsolicited feedback about your performance. What was it? How did you react? What did you learn?

### Manage Execution (put plans into action)

- Tell me about a time when you had a firm deadline that was not going to be met. What did you do? (S, B, O)
- Tell me about a time, when despite your best efforts, you had a setback at work. What was the situation (S), your behaviour (B), outcome (O)?
- Tell me about a busy work day and what you did to stay organized to complete all your tasks? What struggles did you have? What were the outcomes?

### General Questions to Ask:

- Tell me why you are interested in working at [\[insert your practice name here\]](#)?
- What motivates you?
- What stresses you out and how do you deal with this?
- What values do you look for when considering joining a new team?
- If I talked to a supervisor (or teacher), what would they say about your strengths and areas for improvement?

