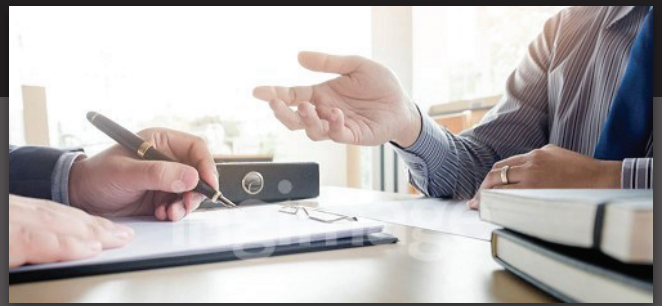


# INTERVIEW TIPS FOR PROVIDERS

## Preparing for & During the Site Visit/Interview

- **Polished, professional presentation is your best asset** for landing the job.
- **Be on time**, no more than 10 minutes early. Bring the interviewer's/facility's phone numbers with you, and call them if you get lost.
- **Dress conservatively.** Traditional dark blue suits or structured dresses are reliable go-to garments.
- **Hair should be neat**, and if it is long, consider wearing it pulled back away from your face.
- **Bring a few professional copies of your Curriculum Vitae or resume** on quality paper. Interviews may constitute several individual conversations, and interviewers will need that document. References need only be left with the person who initiated the interview.
- **Maintain professional stature.** Proper posture, sufficient eye contact, appropriate demeanor, and eloquence in speaking lend better results to an interviewers lasting impression of a provider.
- **Be prepared.** Know how to speak to your strengths and weaknesses. Research the interviewer and facility well in advance. Compile a list of pertinent questions related to the job opportunity. The narrow window of time allowed and assessment of the position in the interview, while striving to concurrently impress the interviewers, requires forethought and planning.
- **Questions to ask, should they not be covered in the interview process, are:**
  - What are the responsibilities of the position's clinical and/or administrative role?
  - What are the call and coverage obligations?
  - Describe the growth potential within the organization.
- **On the flip side, be prepared to answer standard, behavioral and situational questions:**
  - **Standard** What do you know about our organization and why do you want to work here?
  - If we hire you, what benefits will you bring to us?
  - **Behavioral** Tell us about a time when you were criticized and applauded for the patient care you provided?
  - How do you cope with stress?
  - How would you deal with a demanding and difficult patient?
  - **Situational** One of the biggest problems we face at this facility is \_\_\_\_\_. How would you deal with this and what steps would you take to remedy it?
  - Describe an emergency situation with a patient and how you handled it?
- **Your first visit should be a meet-and-greet and a fact-gathering mission.** Avoid discussions about compensation and benefits unless the interviewer brings it up first. The interviewer will disclose financial details in the review of the compensation package.
- **Before leaving the interview, ask for the job and determine the next steps in the hiring process.** A simple statement can confirm your interest to the interviewer. Subtle hints and seemingly apparent interest in the job might go unnoticed by the interviewer, resulting in no job offer. If you want it, say so convincingly.



## Points to Note

### The interviewer's assessment seeks to determine that the candidate has:

- The appropriate skill set for the position
- Suitable experience and accomplishments
- Chemistry that bodes well for the potential new environment
- Favorable communication style and thought process.

### The information controlled by the candidate on an interview:

- Knowledge, skills, and experience
- Accomplishments, accolades, and successes
- Thought processing, communication style, and personality

## Universal "Don'ts" in an Interview:

- Arriving late or dressing inappropriately
- Arrogance. Modest confidence without arrogance is a much better approach.
- Not expressing interest in the opportunity. Enthusiasm and vocalization of interest in the position should be conveyed to all individuals met in the interviewing process.
- Speaking negatively about your prior or current employer.
- Being evasive about gaps in your employment history, credentials and references.
- Discussing compensation prematurely.
- Failing to convince an interviewer that you are the ideal candidate for the job.
- Not making eye contact or acting naturally.



# INTERVIEW TIPS FOR PROVIDERS

## Negotiating Advice

- **Negotiating a contract is the last step of securing your 'ideal' career opportunity.** It is advised to negotiate only one contract at a time. Decide which opportunity you like best and then ask yourself what it would take for you to accept the position. It's a small world, and administrators know each other. If you are negotiating with more than one contract at a time, it could cause needless resentment between you and your prospective employer(s)
- **Negotiate a contract that you are prepared to accept.** If you can commit to the practice provided they agree to all of your negotiated requests, you will be in a position of strength.
- Depending on personal inclinations, **the negotiating process can be done directly with the interviewer or third party mediators, such as a recruiter.** Recruiters have often been instrumental in negotiating the best contractual compensation packages for medical providers. Even if you want to handle the negotiations yourself, it is advisable to seek the advice of your recruiter and/or counsel. They have hundreds of hours of experience in negotiating contracts and are very comfortable negotiating on your behalf. They are also best equipped to tell you what items are 'unreasonable' or 'out of realm' which can avoid unnecessary embarrassment or worse, the client rescinding of the offer.
- **Enlist an attorney,** specializing in medical contractual negotiations, to review the contract. Set a deadline for your attorney to reply with their written or oral comments.
- **Turn-around time for negotiating a contract should take no more than 2-4 weeks.** Make a list of items you want to negotiate and do it only once. Continually going back and forth with more changes will kill the deal. Every time you renegotiate, that request has to be vetted and discussed with the practice and its attorneys. Too many negotiating cycles and the offer will be withdrawn.



## Post-Interview: Writing Thank You Notes

- **Send thank you note(s) immediately** following the interview, best practice being within 24 hours.
- **Confirm all names and titles,** ensuring the correct spelling by double checking their business cards, website profiles, or with their secretary/receptionist. Use a formal address of Dr., Mr., or Ms. unless a prior relationship exists or the interview was so in-depth and successful you feel it would introduce a false note of formality.
- **The most impactful delivery of your message comes in hand-written form** on quality stationery or note cards. E-mail can suffice to thank an interviewer, however, it is perceived as more genuine when done in traditional fashion of pen to paper.
- **Thank the interviewer for his/her time,** and then describe what made the meeting great: good fit with growth potential, exciting exchange of ideas, a dynamic and exciting opportunity etc...
- **Toss in a few facts** to demonstrate the impact of the interview. For example, "I was impressed with the new unit" or, "I enjoyed meeting the staff and feel that we share the same patient care philosophy."
- **Convey interest level and describe your expectations;** allude to the next step in the hiring process. For example, "I will look forward to meeting with the CEO."
- **Conclude with an appropriate closing,** "Sincerely", "Best Regards" or "Gratefully".

## Final Thoughts

While it's important to negotiate the best package possible, the providers need to keep some perspective during the contracting process; it's not all about the money. Too many providers make the mistake of not listening hard enough to potential earnings or other details about the job and location. Many providers focus exclusively on first-year earnings, for instance, and don't pay attention to what they may be able to make over the next three to five years. Or they make the opposite mistake: not paying enough attention to a prospective group's management and business practices.

**Most people have the wrong idea about negotiating. They think one side has to win and the other side has to lose. In situations where the parties must interact productively after the deal is struck, nothing is further from the truth. It's very important, therefore, to start the relationship on the right path. Recognize that both sides in a negotiation must be willing to compromise so that both feel, in the final analysis that this is a win-win situation.**

