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Use of Interviews in professional and personal life  
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Interviews are involved in nearly every aspect of life. Whether we are seeing a healthcare provider, looking for a job, or evaluating the performance of one of our employees, interviewing skills are used. Those with the best skills generally come out on top.

I use interviews in both my professional and personal life. The purposes are very different, and so the preparation is very different.

#### Professional Uses

Professionally I use interviews to find a job, hire staff, evaluate my employees, solve problems with employees, negotiate for equipment and services, get information about candidates, obtain information from medical providers about their credentials, gain information used in negotiations, and many more purposes than I have room to discuss here.

The employment interview is used find a job and to find candidates for a job. I recently interviewed for a new position. To prepare for this interview I reworked my resume with the assistance of a helpful professor, did extensive research on the company I was interviewing with, and did an informational interview with the Human Resources representative before the actual interview with the Hiring Manager. Through these steps I was able to present myself in the best possible light and did, in fact, receive an offer that was higher than I had expressed as my salary expectation.

Currently I am in the process of recruiting and interviewing 24 staff members for my new department. I am looking for a particular skill-set. Before even advertising for the jobs I had to determine what skills I am looking for and how best to describe that. Once the ad ran in the paper and on the website hotjobs.com, I have been reviewing applications and resumes to see what skills the candidates have. After a successful review for skills I am having my Human Resources person contact each of them. They are doing an informational interview with each of them as well as scheduling basic skills tests for each candidate. After successful completion of these screening steps an interview is scheduled with my hiring team and I. The hiring team discussed the traits and skills we are looking for in a candidate and chose interview questions that will help illustrate these traits. As each candidate comes in I give them an overview of our company and what we do. I ask if they have any relevant experience and also if they have any questions. Then we take turns asking interview questions, including follow-up questions. Finally, we ask again if they have any questions, find out their salary expectations, and amount of time they need to give notice to

their current employer should they be chosen for the position. We inform them that all candidates will be contacted-yea or nay.

Another interviewing situation I conduct regularly is weekly one-on-one meetings with my supervisors. It is very important that I stay abreast of what they are working on and how they are coming with their goals. This also gives them an opportunity to share any concerns about staff members with me. This sounds like a very straightforward thing to do. But one of my supervisors is avoiding it and trying to skirt some issues.

On a regular basis, nearly every day in fact, I interview the phone technology person, the Information Technology person and the facilities person to find out when our equipment will be delivered, and is it the correct type?

#### Personal Life

In addition to professional interviews, I am also engaged with a variety of personal interviews.

My most memorable personal interview was at Primary Children's Medical Center. My daughter had recently had a bone marrow transplant. The medical team kept giving her different expectations for discharge. I had finally had enough of the run-around. I demanded that the Doctor's, nurse practitioner, Social Worker, and transplant coordinator agree about what milestones she needed to reach in order to be discharged. My intent was not to force them to move her out early but to give us well-defined goals and milestones to help her know what to work toward. When we were done with the interview they had written up a set of milestones that she could work toward. I posted this list on the white board in her room. Every day she knew what was required to be able to be released from the hospital. This interview process gave her the tools to recover appropriately. The nurses on the floor told me that they have never seen a doctor do this for one of their patients. I feel that it is in large part to the successful interview process we followed to reach that conclusion.

My most frequent interview is with my children. I work full time and attend school full time. So, as a result, I am not home very much. In order to find out what is happening in my children's lives, I have to conduct very structured interviews to get them to open up to me. These often turn into probing interviews where I have to work very hard to get them to share any information at all.

I often participate in healthcare interviews. My husband is disabled and so is my father. Stephen (my husband) has more life abilities than my father. But both require that an intermediary attend interviews-my father because he can't understand what they are saying and my husband because of his loss of memory functions. It is also helpful in healthcare interviews to have an unbiased 3<sup>rd</sup> party

who doesn't advocate for either outcome or have an emotional attachment to the outcome. They might hear things differently. They are also not as emotionally attached to the outcome, so they might make a better decision regarding care.

Interviewing has become a huge part of my life with the project of staffing an entire department all at once. The skills and information gained through my COMM 3330 Negotiation and Interviewing class have been invaluable as I prepare for the interviews as well as participating with them.

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