



Mastering the Interview

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LEGAL STUFF

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OBJECTIVES

Understand the different types of interviews that you might have as a traveler and how to best prepare for them

Name a way to make a great first impression and improve your body language on a phone interview

What qualities are nurse managers looking for in a traveler

Name 2 things you should never ask about on a phone interview

Know what to expect at the end of the interview process and what happens next

TYPES OF INTERVIEWS

AUTOMATED

PHONE

VIDEO

PRE-RECORDED

AUTOMATIC
ACCEPTANCE
NO INTERVIEW



VOICE AUTOMATED OR PRE-RECORDED

- Could be video or audio
- Recorded interviews usually let you control the start/stop of recordings. Delete/re-record
- Initial questions may ask you to “tell us something about yourself and why you would be a good fit”
 - Focus on what the manager needs and how you add value to the unit
- Additional questions- situational based
 - Ex. Tell me about a time when you had a conflict, error, dealt with diff co-worker. Be sure to highlight your prioritization and time management skills in your answers.



This may be the only interview, or you may have a follow up interview with someone at the facility who will answer any further questions you may have

TIPS FOR SUCCESS WITH RECORDED INTERVIEWS



Pick a quiet, calm time to interview



Provide clear and concise info



Don't speak too fast



If there's a camera, look at it and make "virtual eye contact"



Wear appropriate clothing if video interview



Avoid slouching or moving in chair

PREPARE IN ADVANCE

Research the facility

Be ready to answer
situational questions
with examples from
your experiences

Have questions to ask
the manager
to keep the
conversation flowing

Time is of the essence!

Be Ready to Pick up the Phone!

**IF UNABLE TO PICK UP THE PHONE
IMMEDIATELY, RETURN CALL ASAP**

**ASSURE YOU ARE CHECKING EMAILS FOR
ANY NOTIFICATION OF AN AUTOMATED
INTERVIEW**



MAKE A GOOD FIRST IMPRESSION



Smile



Be Positive



Have
Confidence



Dress
Professionally



Avoid
Background
Noise

QUALITIES NURSE MANAGERS ARE LOOKING FOR IN A TRAVELER

Flexibility - Able to adapt to new environments and change, willing to float, change shifts and schedule

Assertiveness – Ability to identify and anticipate what needs to be done without having to be told, just jump right in and hit the ground running

Interpersonal skills – Outgoing, open minded, excellent communication skills


Organizational skills – Require excellent time management skills

INTERVIEWS SHOULD BE COLLABORATIVE

Use the interview to determine if this is a good fit for both sides, you are interviewing them as much as they are you



QUESTIONS TO ASK

- Clarify start/end dates, shift, on-call policy, scheduling method, etc.
 - Essential TIME OFF – if you know you'll need time off MAKE SURE you talk about it during the interview. It is usually not a problem, but needs to be included into your contract.
 - Inquire about the floating policy (including which units may be floated to)
 - Nurse-to-patient ratios
 - Ask about shift cancellation due to low census
 - What is the patient population and census like on the unit, resources and support staff
 - Is there any testing? If yes, is there a study guide?
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INTERVIEW DO'S

- Be upbeat and positive
- Ask open ended questions to get the information you need
- Be certain to ask clinical questions about the unit that show you are invested/qualified are both qualified and a great match
- Sell yourself and your skillset and how you bring value to the unit
- Make yourself the solution to the staffing problem that they have
- Get your interviewers contact info so you can send a follow-up email, this is a great way to stand out-Trust me!!



PRO TIP: paraphrase the questions asked in your answers and get your interviewers contact info so you can send a follow-up email, this is a great way to stand out-Trust me!

INTERVIEW DON'TS

- Discuss pay
- Don't spend the majority of the interview ensuring your scheduling requests are met
- Don't just answer interview questions with a simple yes or no, be sure to expand on the question as much as possible



GETTING THE OFFER



90%

of phone interviews
end with a job offer

If you want the job, let them know! Say things like:

THIS SOUNDS LIKE A GOOD FIT!

I AM DEFINITELY INTERESTED!

**WHEN MIGHT YOU BE MAKING YOUR
DECISION?**

**I WILL LET MY RECRUITER KNOW
THAT I AM INTERESTED**

I WOULD ACCEPT IF OFFERED

FINAL STEPS

1

Contact your agency as soon as the phone interview ends and provide contact details

2

If you did not get an offer during the phone interview, your agency will notify you when the job offer (or declination) comes through

3

If you are declined, discuss the specific details as to why with your agency so you can better plan for the next submittal.

4

If you are confirmed, start your credentialing requirements ASAP to avoid delays

5

Thank you email to hiring manager with topics discussed

6

Within 24 hours let your agency know if you will accept/decline offer

QUESTIONS?

