

# Are You Ready to Interview?

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Our world is in a constant state of change right now. With all the changes, perhaps you are now seeing your team change too. If you find yourself with the need to recruit, hire and train a new team member, we want you to be prepared. Hopefully, you know how much you can pay and what kind of benefits you will offer. Do you have an onboarding system and a training plan in place? Having those 2 systems in place before you place the first ad, will save you time, money and some frustration.

Next, it is time to identify the best candidate for a job. You want to ensure this person will be a great fit for your already ideal dental team, and that means the way you conduct applicant interviews is critical. To help you out as you choose new employees, we've put together a few interview tips.

## **Conducting Applicant Interviews**

Where you conduct an interview and who is present can be just as important as the questions you ask. No matter which position you are interviewing for, it is important to conduct the first interview in a private, business setting. Going for an interview can be intimidating, make sure your candidate is comfortable, perhaps ask them if they would like water before you start. There are a few questions to ask yourself before you start the questions for them. Was the applicant on time, or even early? Did they dress professionally and how do they present themselves? Our job during this process is to listen and observe. Watch the applicants body language and eye contact and to listen to verbal skills, tone of voice and volume.

Next, the actual question and answer portion of the interview. Are you still asking those old traditional questions but expecting great answers? Try phrasing your questions so the applicant has an opportunity to talk about themselves and their experiences. For example, "What can you tell me that isn't on your resume, that you think is important for me to know?" And instead of asking what did you like or didn't like about your last job "What is the most important skill you learned at your last job and how did you apply it?" and "What is the biggest challenge you've faced in your current role". And of course, we love the question "What questions can I answer for you regarding our office and our expectations?" These types of questions will allow the applicant to see this is an office that sets themselves apart from the rest.

## **Identifying the Right Person for The Job**

Besides the basic skills of the job you are hiring for, know what characteristics you are looking for as well. Do you want a go getter that will take charge, or do you need a steady nurturing team member for you and the patients? You can also help to identify your needs by using a

communication profiling system. This will allow you to place exactly the right characteristics in the right areas of your practice. Communication and personality tests can help you understand the applicant outside of a traditional interview. One of the most popular is the DiSC communication profile.

### **Bring Your Questions To Us**

We understand hiring the right employees to join your team can be a tricky business, and that's why we're here! If you need more help navigating the hiring, onboarding and training process, contact us! We are more than happy to help.

**We want to help you get your perfect team!**