

Interviewing Skills Handbook

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INTERVIEW SKILLS

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An interview is an exchange of information. It allows the employer to evaluate your personality, communication skills, attitudes, values, motivation, interests, and technical skills. The interview also enables you to obtain information about the organization in order to make an informed decision.

An interview is a discussion between equals. Although you need to treat the interviewer(s) with respect, there is no need to be overly deferential.

Knowing how to interview is one of the best skills you will ever have. The following information will provide you with steps to effective preparation, success on the interview day and effective follow-up.

AN INTERVIEW IS ARRANGED. *NOW WHAT?*

Be Prepared!

Prepare for the interview by researching the organization. You should know enough about the organization to justify why you are seeking employment with them and to come up with insightful questions.

Research the Organization's Website

- Look at all current openings. What other types of jobs are available at the organization? This can provide you with helpful information about career paths, etc.
- Look at the website from the vantage point of a client or patient. How does the organization present itself to its patients/clients?
- Mission Statement: Familiarize yourself with buzzwords, main concepts, and value statements.
- Annual Reports: Date they were established, populations served, notable accomplishments, research endeavors, unique qualities of the organization, recent mergers or acquisitions, etc.

Networking

- Try to find Jefferson alumni at the organization. Give them at least a week to respond to you, or possibly longer. Don't ask what the interview questions will be. Do ask about their own experiences working for the organization, workplace culture, etc. Using LinkedIn is a great tool to connect with Jefferson alumni. (www.linkedin.com)
- See if the Career Development Center has any contacts with the employer. Consider asking them some of the same things you might as Jefferson alum (i.e. workplace culture, unique aspects of his/her position, etc.) Go to Symplicity to research employer contacts: <https://jefferson-csm.symplicity.com/students>.

Examine Your Strengths

- Think about your strengths and unique experiences and how they might relate to the healthcare facility. For example, you may be interviewing with a regional spinal cord injury center affiliated with a prominent teaching hospital (i.e. you had a 10-week rotation at Loyola Medical Center in Chicago in their spinal cord injury unit and you treated paraplegics and quadriplegics).
- Examine your job-related skills, accomplishments, and goals. Specifically look for ways in which you stand out from your classmates. Talking with a career counselor can help you discover your skill sets.

Practice, Practice, Practice

Be responsive and be prepared to give honest answers. Whenever possible, support your answers with specific examples from your own experience. Although this is not a complete list, below are a few of the "difficult" interview questions that our graduates have encountered (keep in mind the ways in which you stand out from other candidates as you reflect on answers to these questions). If the employer asks a difficult question that you have not prepared for, ask for a minute to think about it and give a quality response. At the interview, you will need to convey how you will contribute to this organization's healthcare team by demonstrating a willingness to learn, previous skills and knowledge, and an understanding of the organization's philosophy and goals.

- Tell me about yourself.
- What do you know about our organization?
- If I talked to your Clinical Instructor about your performance, what would he or she say?
- How would a faculty member or a friend describe you?
- Tell me how you found out about our organization.

- Why did you change careers? What made you leave the field of accounting to become a Cytotechnologist?
- What are your strengths? Weaknesses?
- Tell me about your leadership experience.
- What leadership skills do you possess? Describe a specific time when you used your leadership skills.
- Why should I hire you? In what ways can you contribute to this organization?
- What is your greatest accomplishment and why?
- Tell me about a time when you were disappointed in your own performance.
- Why did you choose Thomas Jefferson University? Why did you choose your major?
- Tell me about a time when you disagreed with a faculty member or supervisor. What was the situation and how was it resolved?
- I am going to give you a scenario about Mr. Brown. He is a 46-year old patient with lung cancer. You walk into his room and you see that he has not eaten any of his dinner. What is the first step you would take in regards to this situation?

Behavioral-Based Interviewing

Behavioral-based interviewing is a popular style of interviewing in which an employer asks questions that force a candidate to tell a story or give a concrete example of past performances and experiences. Employers ask these types of questions to reveal how an applicant may act or make decisions in the future.

Behavioral-based interviews often are often direct, more probing and more specific than traditional interview questions. Some healthcare and other common behavioral-based interview questions are as follows:

- Tell me about a situation when you provided full support for a team decision, even though you didn't necessarily agree with it. (Teamwork)
- Careful listening and effective communication go together. Tell us about a specific time when your skill in listening helped you communicate better. (Communication)
- When we get emotionally involved in a problem situation, it is often difficult to be objective. Tell us about a time when you were proud of your ability to be objective even though you were emotional about a problem situation. (Decision-Making and Problem-Solving)
- Please provide an example that shows your skill in interacting with people who have different values or perspectives than you. (Interpersonal Skills)
- Describe a single time when you delivered service in a way that clearly showed care and concern for another individual. (Patient/Client Focus)
- Describe a time when you advocated for a patient or client. (Patient/Client Focus)
- Tell me about a time when you felt disappointed in your own performance. (Self-evaluation)
- Pick a situation in your clinical/fieldwork/internship/clerkship when you demonstrated initiative and were satisfied with the result. (Initiative/Creativity)
- Tell me about a time when you employed the use of evidence-based practice. (Competency)
- Describe a time when you demonstrated effective leadership skills. (Leadership)

Employ the STAR technique when answering behavior-based interview questions.

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| S ituation | Describe the situation. You must describe a specific event and supply the interviewer with enough detail to understand. This situation or problem may have arisen in a number of places including a previous job, on a clinical rotation, clerkship or at school. |
| T ask | Indicate what the task was – a class project, a clinical task or procedure, etc. |
| A ction you took | Describe the action you took and be sure to keep the focus on you. If you are discussing a group project or effort, remember to focus on the actions you took and not the actions of the team. |
| R esults you achieved | What happened? How did you resolve the problem or accomplish the task? What did you learn from the experience? How will you improve in the future? |

Example: Describe a time when you advocated for a patient or client.

S: During my hospital fieldwork, I worked on an orthopedic floor that cared for complex patient cases. The patient that I was treating was in a lot of distress and seemed very uncomfortable.

T: I needed to assess this patient, as she was recovering from a severe back injury.

A: I asked the patient if there was anything she needed that no one has asked her about. Her eyes lit up a bit and she said “yes, actually, I would really like to brush my teeth.” It turns out that no one recognized her need to brush her teeth.

R: The patient told me that the simple question meant a lot to her and she felt more comfortable after we were able to brush her teeth. I advocated for this patient in a small but very impactful way.

Example: Tell me about a time when you demonstrated teamwork.

S: I volunteered to cover a weekend shift for a co-worker in the research lab at my last position.

T: The tasks that needed completed were more work than I expected – over 50 mouse surgeries need to be performed.

A: I did them all and even stayed late to get them done.

R: The research project continued on, and I earned the trust and respect of a colleague.

Again, Practice

You have heard it before, but practice does make perfect. One way to practice is through a mock interview or a mock phone interview at the Career Development Center. We can critique your performance by evaluating the content of your answers, your body language, voice intonation, eye contact, appearance, and general demeanor. Interviewers will assess your personality and attitude, career goals, confidence level, communication skills (both verbal and nonverbal), accomplishments (academic as well as personal), and knowledge (an understanding of the career field).

Prepare a List of Questions for the Interviewer

You can also indicate your interest in the position by asking thoughtful, pertinent questions. Make sure that the questions you ask are not questions that could have been answered through your research efforts. As you are preparing your questions, remember that you should leave the interview with a clear idea of whether or not you want the position. The interview is a time to evaluate if your skills match the employer's needs as well as if you can see yourself working for the organization. Remember to ask open-ended questions which will supply you with more information and allow the interviewer an opportunity to talk. If you do not ask questions, it may be interpreted as a lack of enthusiasm for the position and the organization. We recommend asking at least three to five questions. It is perfectly acceptable to bring a written list of questions to the interview to use as a reference. However, you should be familiar enough with your questions that a quick peek at your list will jog your memory. Below is a list of possible questions that you may consider asking. These are just a guide – hopefully, you will formulate your own questions based on what is most important for you to know in order to evaluate whether or not the position is a good fit for you.

| | |
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| 1. "What is your definition of a successful employee? What do you consider the skills/characteristics a person needs to do this job well?" | 2. "What is the timeline to hire for this position? In what way will I be informed of your decision?" |
| 3. "Describe your multidisciplinary approach to patient care? How do the physical therapists and nurses communicate patient needs to the physicians?" | 4. "What type of orientation program do you offer for new hires? Does your orientation program have a mentor component?" |
| 5. "Do you hold staff meetings? Who attends?" | 6. "How will my performance be evaluated? On what metrics are performance reviews based?" |
| 7. "Does your unit offer a clinical ladder? How many of your staff members are Clinical Ladder 2, 3 or 4's? Approximately how long does it take to achieve each level and what is involved?" | 8. "Are there any research projects taking place in your department? At what level are your staff members involved in research?" |
| 9. "Do you review your staff's performance on an annual basis or more frequently?" | 10. "What is the average seniority level among your staff members?" |
| 11. "What is your level of patient acuity?" | 12. "May I have your business card?" (This is a good way to double check spelling and job title for a thank you note.) |
| 13. "May I look at your policy and procedure manual or employee handbook?" | 14. "What continuing education opportunities are available to new employees?" |

DURING THE INTERVIEW

First Impressions are Important

Initial impressions are seldom changed during the course of an interview. Therefore, be certain that everything that occurs in those first five minutes conveys the fact that you are a professional. This includes arriving 15 minutes before the scheduled interview time, but no earlier.

It is better to be more formally dressed than underdressed. In most cases, a business suit is best. Women should wear comfortable, presentable shoes, stockings and should be conservative regarding make-up, hair, nails, jewelry and perfume. Men should wear dark dress socks and shoes that are shined and in good condition, and should be clean-shaven and conservative regarding cologne or visible jewelry. Consider getting a haircut if necessary. Start with a firm handshake, smile, and make good eye contact.

Bring Relevant Information

Bring several copies of your resume (to give to others with whom you may interview). Additionally, bring a separate, typed list of at least three professional references. Each of your references should have a professional relationship with you. A copy of a sample reference page can be found in the Resume Writing Handbook. Bring along any supporting materials you might have. These materials may include letters of recommendation, certifications, transcripts, or published papers or projects. Free resume paper is available in the Career Development Center.

Be Honest, Personable and Polite

Do not overstate your qualifications, academic performance, background, length of employment, etc. The most important things are to be yourself, be confident in your educational preparation and experience, and have your career goals clearly defined.

Every person you meet during the course of the day is a potential evaluator. This includes the parking attendant, security guard, administrative assistant, server at lunch; be aware of your verbal and non-verbal communication.

Make an effort to talk more deliberately and articulately than usual. Don't use the words "think," "guess" or "feel" which sound indecisive. Avoid phrases like "pretty good" or "fairly well". Avoid constant use of filler words like "you know," "right," "like," etc. Use positive words to describe your skills. Maintain reasonable eye contact and be aware of negative body language such as crossing your arms or slouching.

If there is a chance that a potentially detrimental issue could arise such as a below average performance appraisal from a supervisor or poor academic grades one semester, you should have an answer prepared that puts the issue in a positive light. Never apologize for any shortcomings and avoid any comment that can be construed negatively. For example, you might explain that you had an unusually heavy study load that semester, that the experience helped you to improve your study skills and that you subsequently pulled up your grade point average the following semester and have maintained good grades ever since.

Be Prepared to Discuss Salary

Be prepared to discuss the topic of salary intelligently. Research the field and find out what the average salary is for your chosen major (The Career Development Center has salary surveys, which provides the average starting salary for each major). Understand that salary may vary according to geographic region, size of organization, experience, and education. If you are asked what you are expecting to earn, give a salary range (e.g. "mid thirties" or "\$35,000-\$37,000") rather than quoting a specific figure and always add that you are flexible. Do not discuss salary if the employer does not raise the topic. For more information, read the Evaluating Offers Handbook located in the Career Resource Library and on Symplivity.

** Remember to ask for the interviewer(s) Business Card(s) – this way you have their information for follow-up phone calls and/or Thank You letters

| Characteristics Employers Seek in Potential Employees (http://careernetwork.msu.edu/pdf/Competencies.pdf) | |
|---|--|
| • Working in a Diverse Environment | • Managing Time and Priorities |
| • Acquiring knowledge | • Thinking Critically |
| • Communicating Effectively | • Solving Problems |
| • Contributing to a Team | • Navigating Across Boundaries |
| • Performing with Integrity | • Developing Professional Competencies |
| • Embracing Change | • Balancing Work and Life |

IMPROPER QUESTIONS

During the course of your interview, you may be asked a question that is considered improper by federal, state, or local laws. In the majority of cases, the employer will ask out of genuine curiosity or interest as opposed to using your answer to discriminate against you. However, these types of questions are not relevant to your ability to perform the functions of the job and you should not feel compelled to answer these questions. Some improper topics are listed below:

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| AGE: | As long as you meet minimum age requirements, this is irrelevant. |
| MARITAL STATUS/FAMILY: | Questions concerning marital status, number of children, and family planning should not be asked. |
| RELIGION: | Inquiries into religious denomination are unacceptable. |
| FINANCIAL STATUS: | An applicant's credit history, charge/bank accounts, etc. is private information in most instances. |
| HEIGHT/WEIGHT: | Unless this is a genuine occupational qualification, no inquiries should be made in this area. |
| CITIZENSHIP AND NATIONALITY: | While it is legal to ask if an applicant is authorized to work in the United States, it is improper to inquire about an applicant's citizenship. |
| DISABILITIES: | Employers may inquire about an applicant's ability to perform job functions with or without accommodation, but not ask directly if an applicant has a disability. |
| ARREST: | "Have you ever been <i>convicted of...</i> ?" is a <i>legal</i> question (if the crime named can be reasonably related to the performance of the job in question) versus "Have you ever been arrested?" which is an improper question. |

If you are asked a tough question, the optimal way to respond includes taking a moment to figure out the intent behind the question and responding to that intent.

Example:

Interviewer: "This position requires overnight shifts. Do you have children?"

Interviewee: "I can and will be able to fulfill the travel and work schedule that this position requires."

Interviewer: "Where do you live? Isn't that town far away?"

Interviewee: "I live close enough to work to be able to make it in on time for the scheduled hours."

Interview fails: What NOT to do!

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| • Arrive late or appear rushed or disorganized | • Seem over-eager and desperate |
| • Apologize for your background or experience | • Oversell your qualities |
| • Criticize your past employers or co-workers | • Ask questions to which you know the answers |
| • Wear unusual clothes or heavy cologne | • Ask about salary and job benefits before you have a solid job offer |
| • Elaborate on unnecessary details to fill an awkward silence | • Arrive too early. (Arrive 15 minutes before your scheduled time) |
| • Forget to ask your own questions | • Wing it |

AFTER THE INTERVIEW

Review the Day – Take Notes/Debrief

Immediately following the interview, review the questions you had trouble answering. Reflect on ways in which you could answer them more effectively if they are ever asked again. Practice your revised answers aloud. Reflect on questions you answered particularly well and highlight those themes in the thank you letter. Before your interview becomes a fuzzy memory, take the time to jot down notes about your meeting. Write down both positive and negative aspects of the interview and how you handled them. Take time to reflect on whether the position will be a positive fit for you and any other information you might want to know before accepting the offer.

Write a Thoughtful Thank You Letter

Send a thank you letter to the interviewer(s) within 24 hours after the interview. Refer to the Job Search Correspondence Handbook located in the Career Resource Library and on Symplicity for examples and tips on how to write an effective thank you letter.

Follow Up

If you do not receive a response from the organization in a week or so or shortly after your thank-you letters have been sent, it is appropriate to call to inquire about the status of your application, unless otherwise directed.

You may be asked to come back for a second interview. Prepare for this second interview. The second interview will concentrate on more specific subjects such as salary, benefits, bonuses, and options. Remember to only address these issues if the employer raises them. The second interview may involve a tour of the organization, interviews with staff from several areas of the organization, and possibly tests or forms to complete. The interviewer should give you this information in advance. If they don't, it is within your rights to ask.

Whether it is your first job or fifth job in healthcare, you want to find the "right" environment that matches your needs, values, skills, interests and goals. Don't be afraid to turn down a job offer, if after careful consideration, you feel it is not the right step for your career goals. If this is necessary, do so in writing and courteously because you never know what professional or personal ties this may have with others in your

field. Reference the withdrawal letter sample located in the Job Search Correspondence Handout as well as the Job Choices online magazine located in Symplicity's Resource Library.

During a follow-up call speak to the person who interviewed you. Introduce yourself and remind him/her why you are calling. Example: "I am calling to let you know I'm still interested in the position and to inquire about the status of your search." If a decision still has not been made, ask if you can call back at a later date and when you should. Thank the employer—even if you don't get hired; you never know, you may apply for a position there again.

Pre-Employment Testing: Based on the National Association of Colleges and Employers' (NACE) professional practice guidelines, employers should inform you in advance of any assessments, the purpose(s) of the tests, and their policies regarding disclosure of test results. You have the right to request this information, if not at first provided. You can always refer the employer to the Career Development Center, or you are welcome to seek our help in such matters.

PHONE INTERVIEWS

Phone screening and/or interviews are a common practice with human resource professionals and hiring managers. A phone screen allows the employer to verify the candidate's qualifications and experience. Phone interviews are usually shorter than in-person interviews. Below are some key concepts to a phone interview that a jobseeker should know.

Preparation

Have your resume, notes on the position and organization, paper and pen at your table or desk. Use a quiet room with no distractions. Have a list of accomplishments ready to discuss. If possible, use a landline for a more reliable phone connection, avoiding dropped calls. Be sure to verify whether the employer is going to call you or vice versa.

Practice

Have someone conduct a practice phone interview with you, asking you 8-10 interview questions. You will get the feel of interviewing through this medium through practice. Use pauses effectively to avoid "ums," "ahs" and other unwanted verbal noise to improve your self presentation.

During the Phone Interview

Be aware that the employer may put you on speaker phone, so expect an echo or slight delay after each of you speaks. Make sure to check that the employer can hear you well. Have a glass of water available to you. You may want to have a reminder to smile near you – this conveys positive energy and voice intonation. Speak clearly and intentionally.

Following your Interview

Thank them for the interview. Also send a thank you email within 24 hours of the phone interview.

How Employers Evaluate You

Rather than making your first impression with body language and a firm handshake, your first impression will be your initial greeting on the telephone. You will be evaluated by your enthusiasm and tone of voice. The interviewer may use the following questions after an interview to evaluate you as a job candidate:

- Did you have an enthusiastic voice?
- Did you answer questions vaguely or directly?

- Did you research the organization well, or did you ask simple, basic questions?
- Did you express interest in a second interview?
- Did you follow up with a thank-you letter?
- Did you pursue this opportunity with a phone call or e-mail?
- Did you send supporting material (resume, portfolio, etc.)?

Note that many of these are the same criteria used by interviewers to evaluate candidates after face-to-face interviews. Knowing how to interview effectively in person will assist you with telephone interviews as well.

| Phone Interviews: Extra Tips |
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| 1. Have a self-confident and enthusiastic voice; also, smiling while you talk helps. |
| 2. Speak succinctly; don't be long winded, but try to avoid "yes" or "no" answers. |
| 3. Don't allow dead air; have a list of questions to fill time. |
| 4. Be in a private place where you feel comfortable. If taken by surprise, ask for a second to move to a quiet, private location. If you are in the middle of another important task, ask if you can call the employer back in a few minutes or arrange another date and time. Speak directly into the phone. |
| 5. Don't smoke, eat, or chew gum while interviewing. |
| 6. Take notes for future use. |
| 7. Keep your job search materials in a convenient location so if you receive a surprise call you can easily retrieve them for reference during the conversation. |
| 8. During an arranged interview, have your application materials (job posting, cover letter, resume, research notes, etc.) in front of you for reference. |
| 9. Practice by conducting a mock interview with a friend or with the Career Development Center. |
| 10. Have a professional sounding voicemail message. |
| 11. Do not take other calls (ignore call-waiting) during the interview. |
| 12. Ask your roommate or family to keep quiet during the interview. |
| 13. Your posture can be determined by the sound of your voice; be sure to sit in an upright position. The same goes for smiling – your voice intonation changes for the positive ☺ |
| 14. Avoid nervous habits that will create noise, such as clicking a pen. |
| 15. Also avoid turning on a water tap; it can sound like a waterfall over some phones. |

Unpredictable Calls

Unpredictable calls from employers do happen. If you receive a call from an employer and are not ready to answer any questions, it is okay to let your phone go to voicemail. However, it is important to return their call in a timely manner. Take no more than a day to gather your thoughts and return the employer's call.

TYPES OF INTERVIEWS

Although you will be told what to expect in many cases, you may also be unaware until you actually begin your interview. Be prepared for any of the following types of interviews:

The Informational Interview: This is not a job interview. It is set up by you to obtain information and advice on facilities, settings, and job search strategies through conversations with professionals already working in a particular career. For help scheduling these, see the Career Development Center.

The Screening Interview: Screening interviews are often very brief (5 to 45 minutes) and often occur in the human resources office or at job fairs. Although they are less intense than many of the other types, they are

the most significant in many ways because they determine whether or not you'll be invited to continue in the process.

The Decision Interview: The person with the authority to hire you usually conducts this interview and it often entails interviews with several people over the course of a full day.

The Behavioral Interview: Behavioral interviewing assumes that your past experiences are good indicators of your future abilities. You'll be asked to tell stories about your past so that the employer can assess your skills and behavior. There may not be a right or wrong answer. Your answer, alone, may reveal something about your qualities to the employer. By thoroughly understanding the nature of the job and the organization, you can more accurately select examples from your life that have meaning to the employer. Refer to the STAR technique mentioned earlier in this handbook for tips.

Group Interview: When employers offer group interviews, they are testing if you fit in with the dynamics of the group. During a group interview multiple people will be asking questions. They may want to see how you handle pressure and also judge your "social sophistication". When answering questions, look everyone in the eye, smile, and stay focused. There are also group interviews where multiple candidates are interviewed simultaneously in a group format. This is often used when a position requires heavy teamwork so the organization may use this interview technique to see how cooperative you are.

Skype/Teleconference Interview: Although rare in the healthcare field, an organization might request an online interview using video tools. Make yourself comfortable with the software before the interview and prepare beforehand. Make sure you have all your research/other materials present during your interview. Dress professionally and be sure to have your computer in an area that is quiet and free of visual distractions.

JOBSEEKERS WITH DISABILITIES

To Disclose or Not to Disclose

Disclosure is a very personal decision. Under the Americans with Disabilities Act (ADA), you are not legally obligated to disclose your disability unless it is likely to directly affect your job performance. On the other hand, if your disability is visible, it will be evident at the time of the interview so it may be prudent to acknowledge your disability during the application process to avoid catching the employer representative off guard. If a jobseeker needs accommodations for the interview itself, accommodations should be made through a separate administrator, such as a non-interviewing human resources representative, and kept confidential.

Reasons for Disclosing or Not Disclosing

You take a risk when you decide to disclose your disability. Some employers may reject your application based on negative, preconceived ideas about persons with disabilities even though it is illegal to do so. In addition, you may feel that the issue is too personal to be publicized among strangers. On the other hand, if you provide false answers about your health or disability on an application and the truth is uncovered later, you risk losing your job. The information you reveal during the application process should be related to the job description only. There is no need to disclose a disability if it is not related to the job; this may distract and confuse the interviewer.

Many organizations openly encourage applicants with disabilities because of the perspective they can bring to the team. Disclosing this information might suggest that you have a lot of transferable skills

such as: creative problem solving, determination, assertiveness, resourcefulness, time management, organization, etc. You may also be eligible to receive workplace accommodations to help you perform your job. According to the Job Accommodation Network (JAN) and the Equal Employment Opportunity Commission (EEOC), the request for reasonable accommodations does not require disclosure prior to the start of employment.

Timing the Disclosure

The employer's first contact with you will typically be through your cover letter and resume, especially if you initially contacted the organization. There are many differing opinions on whether one should mention the disability on the resume or in the cover letter. Only you can decide what is the right option for you. If you are comfortable revealing your disability early in the process, then give careful consideration to where the information is placed and how it is stated. The cover letter and resume should primarily outline relevant skills, experiences and education for the position to which you are applying. The reader should have a clear understanding of your suitability for the position. Therefore, if you choose to disclose your disability, the disclosure should be brief and placed near the end of the cover letter. *It should not be the first piece of information that the employer reads about you.* The information should also reveal your ability to manage your disability while performing required job functions. Citing examples from school or other jobs can help support this kind of statement.

When you get the Interview

If you choose not to disclose a disability (especially a visible disability) until the time of the interview, the employer representative may be surprised, uncomfortable or assume that you intentionally hid critical information. As a result, more time may be spent asking irrelevant and trivial questions because of nervousness, rather than focusing on your suitability for the position. Get assistance from contacts in human resources, your career center, or workers with disabilities about the different ways to prepare the interviewer for your arrival. Take the time to rehearse what you will say before the initial contact. If you require support for your interview, such as a sign language interpreter, contact human resources in advance to arrange for assistance. Advance preparation puts everyone at ease.

There are many interviewing resources available for job seekers with disabilities. A few are included below:

- <http://www.rileyguide.com/abled.html>
- <http://askjan.org/corner/vol01iss13.htm>
- www.eeoc.gov
- *Careers and the DisABLED* Magazine (copies are sent to the Career Development Library)

Information on disabilities taken from: <http://www.udel.edu/CSC/pdfs/BlueHenCareerGuide11-12.pdf>, pg 25
Johnson, Betsy. Disclosure of a Disability in a Job Interview. NACE Journal, Feb 12

Interview Checklist

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| <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Get your resume critiqued by a Career Center Professional <input checked="" type="checkbox"/> Make sure you have the following for your interview: <ul style="list-style-type: none"> • Copy of your resume • List of references • Professional portfolio (if applicable) | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Research the organization to which you are applying <ul style="list-style-type: none"> • Have you reviewed the organization's website? • Do you know the organization's competitors? • What is their mission/vision statement? | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Make sure you have appropriate interview attire <ul style="list-style-type: none"> • Women: skirt or pant suit • Men: Tie, Jacket, or Suit <input checked="" type="checkbox"/> After the interview <ul style="list-style-type: none"> • Get the interviewer's business card or contact information • Send a thank you letter |
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The Career Development Center wishes you the best in preparation for your interview. Remember that landing an interview indicates that an employer is genuinely interested in you! Many students and alumni benefit from in-person appointments with a career counselor and/or mock interviews. To learn how the Career Development Center may best serve you, please call 215-503-5805.