

4

THE INTERVIEW





INTERVIEW WITH CONFIDENCE

Be prepared.

If you've taken all the steps we've shared so far, you've improved your marketability as a candidate and likely drawn interest from hiring managers for a meeting or interview.

Be sure to ask for the specifics of the interview.

Asking the right questions during an interview is a key step in the hiring process.



PRE-INTERVIEW CHECKLIST



Confirm the interview date and time.

Call the day before to make sure you have the correct meeting time. Missing an interview hurts you and hurts the practice who is already short-staffed, as it is valuable time away from patients and business.



Know where you are going.

Where should you park? If the practice is in an urban location, give yourself ample time to traverse parking decks and elevators. Always be early when possible.



Be courteous. Show up.

No ghosting. Candidate no-shows will come back to haunt you. If you have an emergency or something comes up, always be sure to communicate as far in advance as possible. The local dental community is a small world. Always leave a good impression.



Know the interview format and be ready.

Make sure you know if it will be a face-to-face meeting, initial phone call or virtual video meeting. For video interviews, be sure to install the appropriate video conference application before your scheduled interview time and test everything to make sure it's working properly.



Know who you are talking to.

Will you be talking to more than just the hiring manager? Will you be meeting other team members?



Know if it is a working interview.

Will it be a working interview taking place over the course of a day? If so, practice owners or hiring managers are required by law to pay you for any hours worked. See your local state laws and regulations for confirmation.



Be prepared.

Bring a clean copy of your resume and any licenses and certifications you hold.



QUESTIONS TO ASK IN THE INTERVIEW

Be ready to ask questions. While you are being interviewed, you are interviewing them, as well!

Here are some revealing questions you can ask to help you understand your prospective employer:

- What does a typical day look like? May I see the schedule for the past few days?
- Has this role/position changed in terms of duties and responsibilities post-Covid?
- What do you consider a successful or productive workday?
- What have been some key learnings from a business and leadership perspective since Covid-19?
- What's the one thing you're still challenged by or working to improve?
- What are your biggest challenges right now and what are you looking for in this position/role to help alleviate those challenges?
- What are some other qualities that have become even more vital in a new hire since this pandemic?
- I'm interested in joining a company where I'll be able to contribute and add value right away. What is your onboarding process?
- What are the practice's top priorities and plans for the next few months?
- What is the practice's approach to PPE?
- What do you do as a team to stay connected? How often do you communicate or do team meetings?
- Do you support continuing education?
- What does your timeline process look like for hiring/filling this position?



INTERVIEW TIPS: DSO vs. PRIVATE PRACTICE

Interviewing with a private practice

The number one job, besides being your charming self, is to show hiring managers and owners the value you bring to the practice and patients. Show that you understand the business and metrics of dental care while still focusing on total patient care.

This, in combination with a team player attitude, is what lands you the job.

Business owners want to decrease costs, but will make investments into profit centers.

Interviewing with a DSO

If you're considering working for a DSO, make sure to pay attention when you go in for an interview. Do the clinicians look happy? How about the patients? Does the office look well-maintained and the equipment in good working order?

Even better, if you get a chance, ask a clinical team member why they like working there. These questions will help you separate the good DSO's from the average ones.



Money Talk: When to discuss salary & benefits

Before or after the interview?

A best practice is to save the salary conversation until you have a job offer in-hand. At this point, you know they want you, and you have some leverage to negotiate.

Alternatively, if you want to ensure the job fits within your salary requirements *before* you spend time interviewing, ask the recruiter or hiring manager for a salary range during the informational interview.

Advantages of postponing salary negotiation:

- It may get you a better salary offer.
- It will prevent you from asking for too low a figure or end the negotiations by asking for too much.
- It will allow you to determine the starting point for the negotiation process.

Keep an open mind.

If the interviewer mentions salary as if it is set and not changeable, it's best to neither disagree nor agree. An open-ended reply of "This figure fits into my range" allows you to continue the interview with your salary options open. This will give you time to gather information about the job and sell your skills to the employer.



AFTER THE INTERVIEW

Post-Interview Follow Up

Always follow up your interview with a “thank you” note. If you met multiple team members, send one to each individual. Sometimes these small gestures make a big impression. If you are likely to be this thoughtful and gracious with them, then they will believe you are likely to also be that way with patients. Sometimes this simple detail is the tiebreaker that has them choose you over another candidate.

Handling Rejection

Rejection by a potential employer is hard. And sometimes there is no communication or feedback on why you did not get the job. Don't be afraid to ask the hiring manager what about you wasn't a fit for them. They may share something with you that you can work to improve.

Maintain a Positive Attitude & Keep Going

Recruiting and job searching is a numbers and matching game. Don't take rejection personally. Maintaining a positive mindset and attitude through the interview and post-interview process will help you stand out to employers and help you find the *right* fit for you.