



AN INTERVIEW GUIDE:

FOR THE THOROUGHLY  
PREPARED CANDIDATE



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# WE ARE LEGACY MEDSEARCH

... AND WE KNOW NIGHTMARE INTERVIEWS.  
WE COULD TELL YOU STORIES...BUT



PAULA RUTLEDGE



CAROLYN JONES



JOY CELEBRE



CHRIS MICLOT



JP FULLERTON



EVANS AGUILAR



GREG DROLSHAGEN



ALISON BRIDGES



JOHN WHITE



JAKE MCGEE



JULIE BASSETT



KALEY RUTLEDGE

...Instead, we would like to provide you some resources to help you optimize and enhance your chances for securing your “perfect job.”

Preparation is absolutely essential to take the next step in your career, and we asked our expert Recruiters to compile their most valuable information and materials for job search success; to produce this Candidate Interview Preparation Guide.


We hope the included resources will give you confidence during the interview process, and we look forward to being part of your future success.


Paula Rutledge  
Legacy MedSearch President


# PREPARATION: RESEARCH


If you do not have a medical background, a good resource is the “For Patients” page on the company’s website. Reviewing their ‘For Patients’ page can provide any novice Medical Device candidate a layman’s explanation of the company’s products or technology. Most sites are free, and those that require subscriptions generally have a free “headline” feature with breaking news that can provide preparation research.

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 **Do your Research.** Find out as much as possible about the company as it relates to the position for which you will be interviewing. Make sure you know what the company makes or develops, and check the internet for further information.

 **Do some more Research.** Make sure you have key data about the industry and products. Jot down a few quick facts that relate to your experience and/or education.

 **Do even MORE Research.** Ask former co-workers to tell you about your professional traits. What did they most admire? Try to find some faults as well. This leaves you more prepared for questions such as “What are your greatest faults?” or “If I were working with you...”

 **Prepare Questions.** The employer will be investigating whether you fit the available role. You should also take the opportunity to ensure that the company is right for you.

## SAMPLE QUESTIONS FOR CANDIDATES

1. Ask the interviewer about their background and how they came to the company.
2. Ask specifically what NEEDS the interviewer has for the successful candidate in the open role.
3. Ask what Projects and Products are of most immediate importance.

THE INTERVIEWER WILL LIKELY ASK YOU TO TELL THEM WHAT YOU KNOW ABOUT THEIR COMPANY– RESEARCH IS KEY.

# PREPARATION: RESEARCH



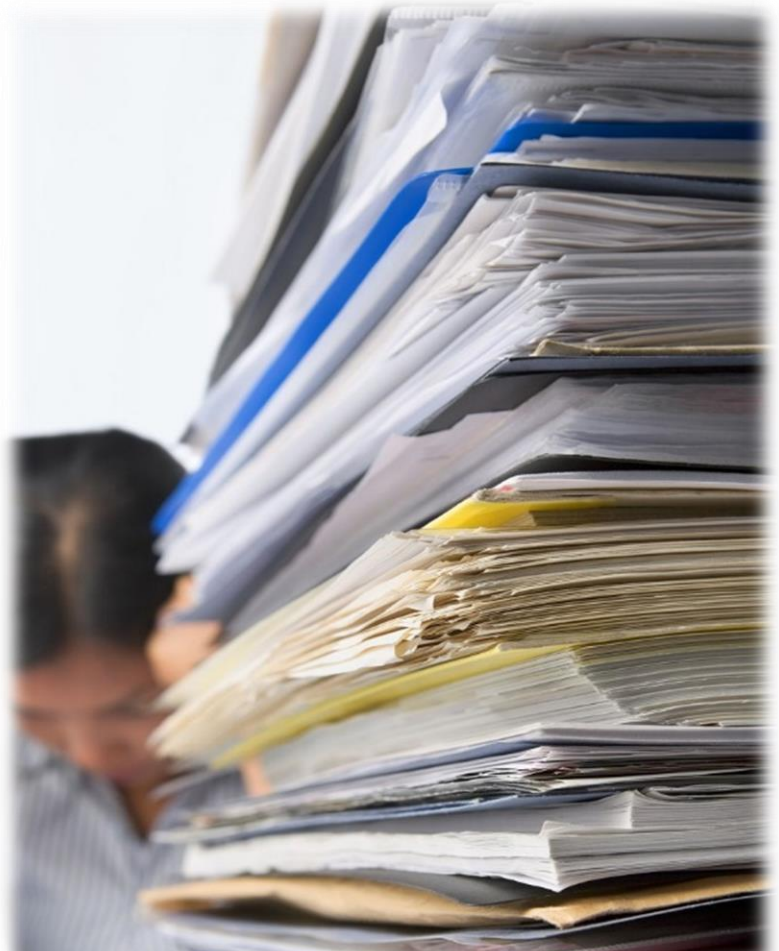
**Practice.** Take time to run through some of your answers. Don't over-rehearse, but make sure that you are coming across confidently.



**Industry Journals.** These publications follow companies within different industries. This is a great way to become more knowledgeable about the industry in general. You can look at trends and upcoming changes to determine how you can best make an impact. Remember, you are trying to show potential employers what you can do for them.



**Professional Journals.** Journals keep you apprised of the goings-on in your field. In addition to providing company information, professional journals give insight into changes in a particular field. These publications also contain advice about how to do your job better. Being able to discuss new medical billing software with the office manager of a doctor's office will show your level of expertise and interest in the field.



INDUSTRY JOURNALS: “A GREAT WAY TO BECOME MORE KNOWLEDGEABLE ABOUT THE INDUSTRY IN GENERAL.”

# LINKS FOR RESEARCH



## GENERAL MEDICAL COMPANY & INDUSTRY INFORMATION

[www.Windhover.com](http://www.Windhover.com)  
[www.Freshpatents.com](http://www.Freshpatents.com)  
[www.Hoovers.com](http://www.Hoovers.com)  
[www.WebMD.com](http://www.WebMD.com)  
[www.Dotmed.com/news](http://www.Dotmed.com/news)  
[www.BioSpace.com](http://www.BioSpace.com)  
[www.Onemedplace.com/](http://www.Onemedplace.com/)  
[www.Medtechinsight.com](http://www.Medtechinsight.com)  
[www.Fool.com](http://www.Fool.com) [www.dnb.com/us/](http://www.dnb.com/us/)  
[www.marketresearch.com/vhp/healthcare/](http://www.marketresearch.com/vhp/healthcare/)  
[www.newsrx.com/](http://www.newsrx.com/)  
[www.health.einnews.com/](http://www.health.einnews.com/)  
[www.medicaldaily.net/](http://www.medicaldaily.net/)  
[www.thomasnet.com/](http://www.thomasnet.com/)

## RADIOLOGY AND IMAGING

[www.AuntMinnie.com](http://www.AuntMinnie.com)  
[www.MedicalImagingMag.com](http://www.MedicalImagingMag.com)  
[www.Focused-Ultrasound.org](http://www.Focused-Ultrasound.org)

## QUALITY AND REGULATORY

[www.raps.org](http://www.raps.org)  
[www.Complianceonline.com](http://www.Complianceonline.com)

## MEDICAL DEVICES

[www.MedicalDeviceDaily.com](http://www.MedicalDeviceDaily.com)  
[www.Devicelink.com](http://www.Devicelink.com)  
[www.TheGraySheet.com](http://www.TheGraySheet.com)

## SALES AND MARKETING (MEDICAL)

[www.MDBuyline.com](http://www.MDBuyline.com)  
<http://www.topix.net/business/medical-equipment>

## ORTHOPEDICS AND SPINE

[www.HealthPointCapital.com](http://www.HealthPointCapital.com)  
[www.OrthopaedicWeblinks.com](http://www.OrthopaedicWeblinks.com)  
[www.OrthoWorld.com](http://www.OrthoWorld.com)  
[www.Spine-Health.com](http://www.Spine-Health.com)  
<http://www.spinearthroplasty.org/>

## DIAGNOSTICS AND BIOPHARMA

[www.HealthNewsDaily.com](http://www.HealthNewsDaily.com)  
[www.Biospace.com](http://www.Biospace.com)  
[www.MedicalNewsToday.com](http://www.MedicalNewsToday.com)  
[www.nerac.com/medical-device](http://www.nerac.com/medical-device)  
[www.MedicalMarketingAssociation.com](http://www.MedicalMarketingAssociation.com)

## EMERGING TECHNOLOGIES

[www.NanoTech-Now.com](http://www.NanoTech-Now.com)

# ABOUT THE COMPANY

**SPOILER  
ALERT**

- Company Type (Public/Private/VC)
- Fiscal Year-End
- Current/Most Recent Sales \$
- 1-year Sales Growth %
- 1-year Net Income Growth
- Number of Employees
- 1-year Employee Growth %

## KEY NUMBERS

You can typically attain Company Information and pertinent information such as Key Numbers easily on the Company's website.

## COMPETITORS

For large companies, find the Direct Competitors to the division or product line for the division you will be involved with once hired. Make sure you know basic information about these major competitors including:

### **BRAND/PRODUCT NAME**

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- "NEXGEN" KNEE / OEC 9800 C-ARM

### **RELATIVE MARKET SHARE**

---

- MORE OR LESS THAN THE COMPETITION?

### **RECENT NEWS**

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- RECALLS?
- A NEW PRODUCT RELEASE?
- 510K APPROVAL?

## KEY PEOPLE

You may want to include biographies and titles of both Executive Management and the Hiring Manager, if available, Use LinkedIn, Plaxo, Spoke or other resources to learn more about the hiring team and their processes.

## PRODUCT LINE

- WHAT DOES THE COMPANY MAKE AS IT RELATES TO THE POSITION FOR WHICH YOU ARE BEING INTERVIEWED? IS IT A 510K? PMA? WHAT CLASS? WHAT LIFE CYCLE?
- WHAT DOES THE PRODUCT ACTUALLY DO? HOW DOES IT WORK? WHAT ARE ITS FEATURES AND BENEFITS?

## SWOT ANALYSIS

# S

### Strength

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# W

### Weakness

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# O

### Opportunity

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# t

### Threat

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Go ahead and replace it with your own text. This is an example text.

## WHY ARE YOU THE RIGHT FIT FOR THE POSITION?







# YOUR EXPERIENCE: DOES IT *REALLY* MATCH THE POSITION?

## JOB DESCRIPTION QUESTIONS TO THINK ABOUT

Have you had a similar job experience to the one you are applying to?

Does the job description match things you have done in the past, or that you are capable of doing?

Are the job responsibilities things that you can handle? *Be ready to show how you have in the past.*

Have you met the necessary job requirements? *If they are preferred but not required, be sure to show how you plan on meeting them. For example, you plan on taking courses on how to use a specific software program.*

## SAMPLE EMPLOYER QUESTIONS TO PREPARE FOR

### SIX SIGMA LEADER EXAMPLE

Q. How do you motivate workers to implement good Six Sigma practice?

A. *You need to show each individual the cost of not implementing, and the benefit of implementing SS practices. Explain how it benefits the greater good of the organization and their personal/professional growth.*

### CLOSING QUESTION

Q. Do you have any questions for me?

A. *Ask the Hiring Manager questions that show you have done your homework. For example, discuss company acquisitions, new products, market share, etc. After your Q&A, tell him/her how you have experience with similar products, etc.*

# ALL ABOUT YOU: YOUR CAREER PLAN

BEFORE YOUR BIG INTERVIEW DAY, CONSIDER YOUR ACCOMPLISHMENTS, ACHIEVEMENTS, AND WHAT YOU ARE UNABLE OR UNWILLING TO DO.

## WHAT CAN I DO?

What are you trained to do? what you are trained to do Does not have to relate to the position. Ex. Sports, languages, recruit KOLs, etc.

## WHAT WILL I DO?

Just because you CAN do, does not mean you are going to. Ex. Travel, relocate, public speaking, etc.



## WHAT HAVE I DONE?

Do not rehash your resume, list 75% professional accomplishments and 25% personal accomplishments; Ex. Sales rep of the year, written a book, etc.

## WHERE DO I WANT TO BE?

In 1 year? in 5 years? where do you want to be, and how are you going to get there?

# HIGHLIGHTING YOUR SUCCESSES

ILLUSTRATE YOUR PROFICIENCIES VIA BULLET POINTS. SELECT TOPICS THAT ARE IMPORTANT IN THE POSITION FOR WHICH YOU ARE INTERVIEWING, AND RELATE THEM TO YOUR OWN COMPETECIES, EXPERIENCES, AND SUCCESSES.

SOME POSSIBLE AREAS ARE LISTED BELOW

## PROFESSIONAL QUALITIES

STRENGTH AS AN EMPLOYEE  
MARKETING EXPERIENCE  
NEW PRODUCT INTRODUCTION  
NEW PRODUCT DEVELOPMENT  
TECHNICAL EXPERTISE  
MANAGEMENT STYLE  
MERGERS AND ACQUISITIONS  
CRISIS MANAGEMENT  
QSR AND QUALITY  
PRODUCT LIFE CYCLE

## PERSONAL QUALITIES

DEPENDABILITY  
LEARNS FROM MISTAKES  
TEAM PLAYER  
CREATIVITY  
CHARACTER

# 10 COMMON INTERVIEW QUESTIONS

IT MAY BE HELPFUL TO JOT DOWN A FEW BULLET POINTS AS TO REFER TO YOUR ANSWERS; OR ALTERNATELY, PRACTICE ANSWERING TO THE FOLLOWING ALOUD:

- 1 WHAT HAVE YOU DONE WITH YOUR LIFE?
- 2 WHY HAVE YOU HAD SO MANY/SO FEW JOBS?
- 3 WHAT IS THE BIGGEST MISTAKE YOU HAVE EVER MADE?
- 4 GIVE AN EXAMPLE OF HOW YOU MANAGE YOUR TIME WELL.
- 5 WHAT NEW GOALS HAVE YOU SET FOR YOURSELF LATELY?
- 6 WHAT ARE YOUR STRENGTHS?
- 7 HOW DO YOUR CO-WORKERS DESCRIBE YOU?
- 8 WHY ARE YOU THE BEST PERSON FOR THIS JOB?
- 9 WHAT ARE YOU MOST PROUD OF?
- 10 WHAT DO YOU NEED TO WORK ON?



# BEHAVIORAL INTERVIEWS



## WHAT ARE THEY?

Behavioral Interviews are a style of interview that forces candidates to answer questions that *demonstrate competencies* (knowledge, skills and abilities) by giving *specific examples from past experiences*. The focus of the interview is less about what applicants can or could do, and more about what has been done in specific situations in the past.

Prior to the interview, the interviewer will define the competencies for the position, and will then develop a series of questions that allow him/her to find out if you maintain said competencies. Behavioral interviewing is based on the assumption that past performance is an excellent predictor of future performance.

## WHAT TO EXPECT:

Many employers are aware that employing somebody on the basis of two short interviews can be a risk if they do not ask the "right" questions in an interview. That's why Behavioral Interviewing has become so popular with many managers. If your interviewer decides to conduct a Behavioral Interview, you can expect questions that will focus clearly on how you've handled situations in the past, such as:

- 1 GIVE ME AN EXAMPLE OF HOW YOU HAVE...
- 2 TELL ME ABOUT A SITUATION WHERE YOU...
- 3 HOW DID YOU DEAL WITH A SITUATION IN YOUR PAST ROLE WHERE YOU HAD CONFLICT WITH...?

# HOW TO PREPARE:

Look closely at the position you are applying for. Obtain a job description. What specific skills are the employers looking for?

Analyze your past work experience and background. Match the skills that you have with the skills the employers are looking for. Don't forget competencies that you have developed outside of the work environment (e.g. leadership or organizational skills through not-for-profit activities, etc.)

Now identify specific examples/situations that demonstrate your skills. You need to be able to explain an entire situation - tell a story to illustrate how you actually used a particular competency. It pays to illustrate the level of involvement you had in resolving a situation, and to quantify the results. If there are situations where you applied a competency, but things didn't work out, use them as examples and explain what went wrong. What did you do to resolve it?



## Prepare

- LISTEN to question
- THINK of an event
- Plan, ORGANIZE in 5 to 8 seconds

### One-Sentence Summary

# S

## Situation

- Provide context & BACKGROUND
- "Our customers complained ..."

# T

## Task

- Describe problem, & CHALLENGES
- "We faced supply chain shortage ..."

# A

## Action

- Explain WHAT YOU DID & how
- "We solved ..."
- "I calculated ..."

# R

## Results

- State BENEFITS, savings, rewards, recognitions, etc.
- "The impact of ..."

# THE INTERVIEW

## ARE YOU READY?

THOROUGH PREPARATION IS KEY! FOLLOW OUR INTERVIEW SUGGESTIONS THAT WILL ENSURE YOUR INTERVIEW GOES AS WELL AS POSSIBLE.



**GET THE LOGISTICS RIGHT.** TIME, LOCATION, INTERVIEWER'S NAME AND POSITION TITLE



**DO YOUR RESEARCH.** FIND OUT AS MUCH AS POSSIBLE ABOUT THE COMPANY: SIZE, SCOPE, LOCATION OF BRANCHES AND OFFICES, FINANCIAL/SHARE PERFORMANCE, RANGE OF PRODUCTS AND SERVICES, ETC. THE COMPANY WEBSITE AND ANNUAL REPORT ARE TWO VERY GOOD SOURCES



**DO SOME MORE RESEARCH:** ENSURE YOU HAVE KEY DATA IN YOUR HEAD ABOUT YOUR EXISTING AND MOST RECENT EMPLOYERS



**DO EVEN MORE RESEARCH.** ASK FORMER CO- WORKERS TO TELL YOU ABOUT YOUR PROFESSIONAL TRAITS. WHAT DID THEY MOST ADMIRE? TRY TO FIND SOME FAULTS AS WELL. THIS LEAVES YOU MORE PREPARED FOR QUESTIONS SUCH AS "WHAT ARE YOUR GREATEST FAULTS" OR "IF I WERE WORKING WITH YOU ..."



**PREPARE QUESTIONS.** THE EMPLOYER WILL BE TRYING TO FIGURE OUT WHETHER YOU FIT THE AVAILABLE ROLE. YOU SHOULD ALSO TAKE THE OPPORTUNITY TO ENSURE THAT THE COMPANY IS RIGHT FOR YOU



**PRACTICE.** TAKE TIME TO RUN THROUGH SOME OF YOUR ANSWERS; DON'T OVER-REHEARSE, BUT MAKE SURE THAT YOU ARE COMING ACROSS CONFIDENTLY



**PRESENT YOURSELF WELL.** FIND OUT WHAT THE COMPANY CULTURE IS REGARDING BUSINESS DRESS- IF IN DOUBT, GO MORE FORMAL, NOT LESS FORMAL AND MAKE SURE YOU ARE WELL GROOMED ON THE DAY

## PRACTICE AND FOCUS ON THE WAY YOU ANSWER QUESTIONS

**BE DESCRIPTIVE.** DON'T JUST ANSWER "YES" OR "NO" TO QUESTIONS. BUT ALSO AVOID "OVER-ANSWERING." MAKE YOUR ANSWERS COLORFUL BUT CONCISE.

**SELL YOURSELF TO THE INTERVIEWER,** BUT WITHOUT EXAGGERATION OR TELLING LIES. YOU ARE THERE TO MARKET YOURSELF, "BLOW YOUR OWN TRUMPET," AND EXPLAIN WHY YOU'D BE RIGHT FOR THE ROLE. BUT DON'T COME ACROSS AS ARROGANT.

**AVOID MAKING NEGATIVE REMARKS** ABOUT YOUR CURRENT EMPLOYER, OR PAST EMPLOYERS OR COLLEAGUES. THIS WILL ONLY REFLECT ON YOU IN THE INTERVIEW.

**BE DETERMINED.** MAKE IT CLEAR THAT YOU WANT THE JOB, EVEN IF YOU ARE GIVEN INFORMATION IN THE INTERVIEW THAT SHEDS NEW LIGHT ON THE ROLE. BE POSITIVE, AND THEN EVALUATE THE OPPORTUNITY AGAIN WHEN YOU ARE AWAY FROM THE INTERVIEW. DON'T BURN YOUR BRIDGES.

**HAVE POSITIVE BODY LANGUAGE,** AND MAINTAIN A GOOD POSTURE.



REMEMBER: EXPECT UNEXPECTED QUESTIONS. IT'S FINE TO PAUSE FOR THOUGHT. IT'S ALSO ACCEPTABLE TO ADMIT YOU DON'T KNOW THE ANSWER.



# INTERVIEW APPEARANCE: MEN

MAINTAIN GOOD EYE CONTACT

SHIRTS SHOULD BE SOLID, FRESHLY LAUNDERED AND PRESSED

A QUIET TIE WITH A SUBTLE DESIGN AND A HINT OF RED IS SUITABLE FOR A FIRST INTERVIEW. AVOID LOUD COLORS AND BUSY DESIGNS

A NAVY BLUE OR DARK GRAY SUIT IS APPROPRIATE FOR MOST POSITIONS; BE SURE IT'S CLEANED AND PRESSED

MEN WITH STOUT BUILDS SHOULD AVOID THREE-PIECE SUITS

FOR GOOD POSTURE CROSS LEGS AT THE ANKLES, NOT AT THE KNEES



HAIR SHOULD BE CLEAN, WELL-GROOMED AND FRESHLY TRIMMED. USE A DANDRUFF SHAMPOO, IF NECESSARY, AND ALWAYS COMB HAIR WITH YOUR JACKET OFF

USE DEODORANT AND AVOID COLOGNES OR FRAGRANCES COMPLETELY

JEWELRY SHOULD BE KEPT MINIMAL; A WATCH, WEDDING, OR CLASS RING ARE ALL ACCEPTABLE

DO NOT WEAR JEWELRY OR PINS THAT INDICATE MEMBERSHIP IN RELIGIOUS OR SERVICE ORGANIZATIONS

FINGERNAILS SHOULD BE SHORT AND CLEAN; MANICURED IF POSSIBLE

SHOES THAT ARE BLACK AND FRESHLY POLISHED ARE A SAFE CHOICE FOR AN INTERVIEW; SOCKS SHOULD BE BLACK OR BLUE AND WORN OVER THE CALF

**X** DO NOT TAKE CELL PHONES INTO AN INTERVIEW.

# INTERVIEW APPEARANCE: WOMEN

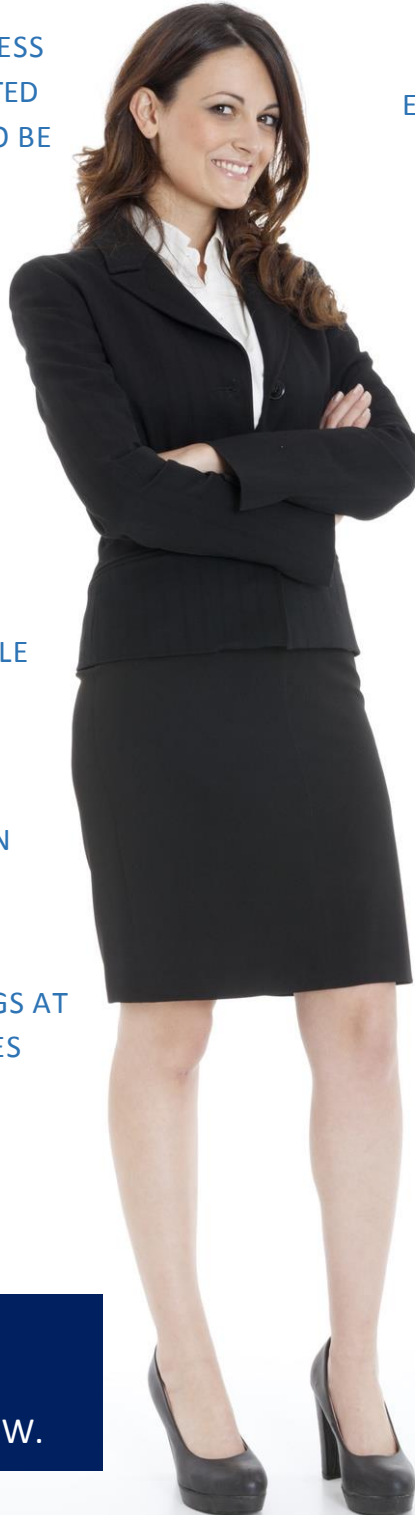
WEAR A SUIT OR TAILORED DRESS IN BASIC NAVY, GRAY OR A MUTED COLOR; BLOUSES SHOULD ALSO BE TAILORED AND COLOR COORDINATED

USE DEODORANT AND AVOID COLOGNE OR FRAGRANCES

FINGERNAILS SHOULD BE CLEAN; MANICURED IF POSSIBLE

CHOOSE SUBTLE LOW-KEY COLORS OVER BRIGHT FASHION COLORS FOR NAIL POLISHES

FOR GOOD POSTURE CROSS LEGS AT THE ANKLES, NOT AT THE KNEES



AVOID EXOTIC HAIRSTYLES AND EXCESSIVE MAKEUP; HAIR SHOULD BE NEAT, CLEAN AND BRUSHED WITH YOUR JACKET OFF

MAKEUP SHOULD BE LIGHT AND NATURAL LOOKING

JEWELRY SHOULD BE LIMITED AND SUBTLE; DON'T WEAR JEWELRY OR PINS THAT INDICATE MEMBERSHIP IN RELIGIOUS OR SERVICE ORGANIZATIONS

DON'T WEAR BIG BOWS OR TIES; MAKE SURE YOUR OUTFIT IS NOT TOO TIGHT OR LOW-CUT

A CLOSED-TOE PUMP THAT IS COLOR COORDINATED WITH YOUR OUTFIT IS APPROPRIATE FOR AN INTERVIEW; AVOID OPEN-TOED SHOES OR SLING-BACKS

**✗ DO NOT TAKE CELL PHONES INTO AN INTERVIEW.**

# THE NEW AGE OF INTERVIEWS

## THE PHONE INTERVIEW:

More and more companies are choosing to conduct primary interviews over the phone instead of in person.

Follow our helpful tips on how to prepare:

Have the documents you might need spread out in front of you; including:

- Your Resume
- The Job Description
- Notes about the Company
- List of Questions you have for the Hiring Manager
- Paper and Pen to take Notes

Make sure you are in a quiet place with no outside noise.

If you are on a cellular phone, make sure it is charged and that you have good reception.

Make sure you are professionally dressed, and groomed appropriately- remember, they can see you!

## THE SKYPE INTERVIEW:

Skype interviews have made the interview process easier when distance is an obstacle.

Follow our basic rules to be Skype ready:

If you do not already have Skype, then install it onto your desktop and try to familiarize yourself with the program.

Have a professional backdrop to your call. For instance, avoid busy areas or a setting where you are likely to be disturbed.

Make sure all other tabs on your desktop are closed.

Make sure you have a reliable internet connection and that your technology is running smoothly.

Do a test run with someone else beforehand to ensure your microphone is working, and that you are not yelling into the screen.

Have necessary documents spread out and within easy reach so you do not need to shuffle them around and make noise.



# 30 INTERVIEW MUST KNOWS

ALTHOUGH, "NOTHING IS MORE UNCOMMON THAN COMMON SENSE." THERE ARE 30 INTERVIEW 'MUST KNOWS' THAT YOUR COMMON SENSE SHOULD DICTATE:

- 1 LEAVE FOR THE INTERVIEW WITH PLENTY OF TIME TO SPARE FOR THE UNEXPECTED; A TRAFFIC JAM, CAR TROUBLE, ETC.
- 2 USE THE RESTROOM PRIOR TO YOUR INTERVIEW
- 3 NEVER CHEW GUM DURING YOUR INTERVIEW
- 4 DO NOT ALLOW THE JOB TITLE OF THE OPEN OPPORTUNITY TO INFLUENCE YOUR DECISION
- 5 WEAR CONSERVATIVE BUSINESS ATTIRE
- 6 NEVER CONSIDER MOVING ANYWHERE YOUR FAMILY HAS NO DESIRE TO LIVE WHEN APPROACHED WITH RELOCATION
- 7 NEVER ASK TO USE YOUR INTERVIEWER'S PHONE
- 8 DO NOT LOOK AT YOUR WATCH DURING YOUR INTERVIEW
- 9 ALWAYS REMOVE YOUR SUNGLASSES UPON ENTERING YOUR INTERVIEW
- 10 MAINTAIN EYE CONTACT, BUT DON'T STARE
- 11 LISTEN INTENTLY SO THERE IS NO NEED TO ASK YOUR INTERVIEWER TO REPEAT WHATEVER HAS BEEN ASKED OR SAID
- 12 NEVER ASK ABOUT WHAT 'PERKS' THE POSITION AND/OR COMPANY OFFERS
- 13 ASK FOR THE EXACT SPELLING OF YOUR INTERVIEWER'S NAME; WRITE IT DOWN
- 14 DO NOT MENTION SALARY IN YOUR RESUME NOR IN THE FIRST INTERVIEW

- 15 DO NOT TAILOR YOUR PERSONALITY IN AN ATTEMPT TO CHARM YOUR INTERVIEWER
- 16 REMAIN SILENT ABOUT YOUR PERSONAL PROBLEMS
- 17 GO TO THE INTERVIEW UNACCOMPANIED
- 18 DO NOT PARK AT A METER OR TOW AWAY ZONE
- 19 DO NOT NAME DROP
- 20 SCHEDULE NOTHING AROUND YOUR INTERVIEW THAT MAY CREATE A TIME CRUNCH
- 21 TURN OFF YOUR CELL PHONE
- 22 KEEP YOUR EYES OFF THE INTERVIEWER'S DESK AND PAPERWORK
- 23 DO NOT HANDLE ANYTHING, ESPECIALLY PERSONAL BELONGINGS
- 24 GET A HAIRCUT AND GROOM ACCORDINGLY
- 25 AVOID STRONG FRAGRANCES
- 26 NEVER BE SARCASTIC
- 27 DO NOT LINGER; A LONG FAREWELL IS ANNOYING
- 28 IF REQUIRED TO DRIVE OTHERS, OBEY THE LAW, EXERCISE CAUTION AND STAY CALM
- 29 IF ASKED TO COMPLETE A FORM OR APPLICATION, FILL IN EVERY SPACE AND NEVER WRITE 'SEE RESUME'
- 30 NEVER CRITICIZE ANYONE, ESPECIALLY A PREVIOUS EMPLOYER



# WEIGHING THE JOB OFFER

MONETARY VALUE OF THE POSITION IS A HUGE DETERMINANT OF THE JOB OFFER, BUT THERE ARE OTHER ASPECTS OF THE OPPORTUNITY THAT MUST BE EVALUATED TOO.



## THE POSITION

Why is the position available, and how long has the position been open for?

What happened to the previous employee?

Have you seen a detailed job description? What are the specific responsibilities?

Can you perform the responsibilities set out for the role?

Do the daily activities actually appeal to you?

Is there an opportunity for you to develop new skills?

Are the goals set for the position fair, realistic and achievable?

What is the growth potential in this role? Will it be a stepping stone to your next desired role? How does this position fit with your long-term career goals?

Where does the company sit in its own market?  
Who are its competitors? What is its market share?

How is business? Is the company growing, maintaining its size or shrinking? What is the potential of the company, and how will that affect your role?

How experienced/respected are its management, and how long have they been there?

Does the company have a high retention of people, or is there high turnover?

## THE COMPANY

## THE BOSS

How long has this person been in this position, and what are his/her reporting lines (upwards)?

What is his/her background, including previous work experience?

What is his/her next likely career step?

Do you get along with this person, and do you think you could work effectively with him/her?

# 18 WAYS TO IMPRESS A NEW EMPLOYER

IT CAN TAKE 4 TO 14 MONTHS TO FIND THE RIGHT JOB... AND FEWER THAN 90 DAYS TO LOSE IT. DISMISSALS ARE TYPICALLY DUE TO FAILURE TO UNDERSTAND AND FIT INTO A COMPANY'S CULTURE. IT IS DURING THE FIRST WEEKS ON THE JOB THAT YOUR NEW BOSS AND COLLEAGUES FORM THEIR LASTING IMPRESSIONS ABOUT YOU. SO FOLLOW OUR STEPS TO ENSURE YOU START ON THE RIGHT FOOT.

## TAKE A BREAK

TAKE A WEEK'S BREAK BETWEEN JOBS TO CLEAR YOUR HEAD. AT THE VERY LEAST, GET A GOOD NIGHT'S SLEEP BEFORE YOUR FIRST DAY SO YOU WILL BE AT YOUR BEST.

## CHECK YOUR INTERVIEW NOTES

RECALL THE NAMES AND TITLES OF EVERYONE YOU MET AND INTERVIEWED WITH SO THAT YOU WILL BE ABLE TO GREET THEM AND PRONOUNCE THEIR NAMES CORRECTLY.

## STUDY UP

COLLECT BACK ISSUES OF THE COMPANY'S NEWSLETTERS, ANNUAL REPORTS AND PRESS CLIPPINGS. CHECK OUT YOUR COMPETITORS' LITERATURE AS WELL TO GET A BETTER UNDERSTANDING OF THE "BIG PICTURE."

## PROJECT A POSITIVE ATTITUDE

LOOK AND ACT AS IF YOU ARE HAPPY TO BE JOINING THE TEAM.

## WORK FULL DAYS

KNOW WHERE AND WHEN TO REPORT ON DAY ONE. GET THERE 30 MINUTES EARLY AND LEAVE WHEN OR AFTER MOST OF YOUR CO-WORKERS DO. NOTICE PEOPLE'S SCHEDULES AND WORK HABITS TO KNOW THE OPTIMAL TIMES AND MEANS TO CONNECT WITH OTHERS.

## LOOK GOOD

ALL EYES ARE ON YOU, SO PAY ATTENTION TO YOUR GROOMING. DRESS TASTEFULLY AND SLIGHTLY ABOVE DRESS CODE.

## BE A TEAM PLAYER

DO NOT ENGAGE IN GOSSIP. ALWAYS MAKE YOUR BOSS LOOK GOOD, AND SHARE CREDIT WITH YOUR WORKMATES.

## KEEP A JOURNAL

WRITE DOWN PROCEDURES, NAMES OF KEY PEOPLE, AND CONTACT NUMBERS SO THAT YOU WILL LOOK LIKE A QUICK STUDY.

## SHOW APPRECIATION

BE KIND AND APPRECIATIVE TO EVERYONE WHO HELPS YOU LEARN THE ROPES.

# BE FLEXIBLE

EXPECT AND EMBRACE THE INEVITABLE CHALLENGES OF YOUR POSITION. A FLEXIBLE ATTITUDE WILL DECREASE STRESS FOR YOU AND OTHERS.

# LISTEN 80% TALK 20%

RESIST OFFERING OPINIONS OR ASSESSMENTS— THAT ROAD IS FULL OF LAND MINES. YOU WILL GET MORE RESPECT BY LISTENING AND ABSORBING WHAT YOUR COWORKERS HAVE TO TEACH RATHER THAN SHOWING OFF HOW MUCH YOU “KNOW.”

# GET TO KNOW YOUR BOSS

OBSERVE YOUR BOSS’ PERSONALITY AND WORK STYLE, AND TAILOR YOUR INTERACTIONS TO HIS OR HER PREFERENCES.

# CLARIFY EXPECTATIONS

MAKE SURE YOU AND YOUR BOSS ARE ON THE SAME PAGE REGARDING PRIORITIES AND ISSUES THAT NEED TO BE IMMEDIATELY ADDRESSED, HOW OFTEN AND IN WHAT FORMAT YOU SHOULD PROVIDE PROJECT UPDATES, AND HOW YOUR PERFORMANCE WILL BE EVALUATED.

# CONNECT WITH COLLEAGUES

GET TO KNOW AS MANY PEOPLE AS YOU CAN ESPECIALLY YOUR TEAMMATES AND THOSE WITH WHO YOU WILL WORK REGULARLY. ESTABLISH THE FOUNDATION FOR A RELATIONSHIP: TRUST; AND INFORMATION WILL FOLLOW.

# UNCOVER HIDDEN AGENDAS

IDENTIFY ANY POLITICAL FORCES AT WORK. WHILE YOU WANT TO AVOID GETTING INVOLVED IN POLITICALLY CHARGED SITUATIONS, IT’S HELPFUL TO BE AWARE OF UNDERCURRENTS.

# IDENTIFY KEY PLAYERS

FIND OUT WHO THE DECISION MAKERS, INFLUENCERS, STARS AND UP-AND-COMERS ARE. NOTICE THE TRAITS THEY HAVE IN COMMON AND TRY TO EMULATE THEM.

# TAKE INITIATIVE

AS YOU FINISH ASSIGNMENTS AND ARE READY TO HANDLE A BIGGER WORKLOAD, ASK FOR MORE. PICK PROJECTS THAT HAVE SUPPORT FROM UPPER MANAGEMENT AND BUY-IN FROM YOUR STAFF.

# DO NOT MAKE MAJOR CHANGES

EVEN IF YOUR INTERVIEWER TOLD YOU THE COMPANY WAS LOOKING FOR FRESH IDEAS, PROCEED CAREFULLY. SHOW RESPECT FOR THOSE WHO HAVE INVESTED ENERGY IN A PROJECT OR SYSTEM BEFORE TRYING TO CHANGE IT. THERE MAY BE OBSTACLES YOU AREN’T AWARE OF. ASK WHY THINGS ARE DONE THE WAY THEY ARE AND SEEK FEEDBACK FROM PEOPLE WHOSE SUPPORT YOU NEED. APPLAUD WHAT IS BEING DONE RIGHT, AND FRAME CHANGES AS ENHANCEMENTS.



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