



Attracting Talent Through Virtual Interviewing

AIAMC/Vendor Partner Webinar Series

September 17, 2020

Today's Presenters



Mike Grubich
Managing Partner
LAK Group



Shelly A. Smith, MBA, ACC
Senior Consultant
Executive Coach
LAK Group

Today's Presenters



Tom Mohr, DO
Dean, Idaho College of Osteopathic Medicine
President, Assembly of Osteopathic Graduate
Medical Educators
American Association of Colleges of Osteopathic
Medicine



Jill Patton, DO
Internal Medicine Residency Program Director
Advocate Lutheran General Hospital



Attracting Talent through Virtual Interviewing





At the LAK Group, we work with leaders to transform business goals into human strategies that put the right people in the right seats, so everyone wins – even as your market changes.



Leadership Development

- *Coaching*
- *Dyad Leadership Program*
- *Nurse Leadership Program*



Culture Shaping

- *Organization Design*
- *Change Resiliency*



Career Transformation

- *Outplacement Services*
- *Team Development*



Talent Strategy

- *Assessments*
- *Succession Management*

Virtual Interviewing

- *Here to stay*
- *First Impressions*
- *Common Challenges*
- *Best Practices*



Best Practices:

- **Preparation**
- **Facilitation**
- **Follow Up**



Preparation

- *For The Candidate*
 - *Set them up for success*
 - *Send Pre-Interview Packet*
 - *Virtual Tour Video*
 - *Brochures*
 - *Links*
 - *Bios*
 - *The Schedule/Itinerary*



The Schedule/Itinerary

Appointment Title

Welcome to ABC Health Care		
<i>Logistics</i>	<i>Purpose and Role</i>	<i>Other Attendees</i>
<p>Thursday, September 17, 2020</p> <p>8:00 a.m. – 8:30 a.m.</p> <p>Dean Anderson's Office, Main Administration Building</p> <p>Zoom Platform</p>	<p>Review Your Itinerary</p> <p>Get You Connected</p> <p>Answer Initial Questions</p>	<p>Angela Johnson, Snr. Assistant to Dean Anderson</p>
Meet the Leadership Team		
<p>Thursday, September 17, 2020</p> <p>9:00 a.m. – 10:00 a.m.</p> <p>Conference Room A, Main Administration Building</p> <p>Zoom Platform</p>	<p>State the purpose of this meeting and what you expect from the participant</p>	<p>Dean Anderson</p> <p>Dean Woodford</p> <p>Dean Picton</p>
Resident Lunch		
<p>Thursday, September 17, 2020</p> <p>10:30 a.m. – 12:00 noon</p> <p>Conference Room C, Hospital</p> <p>Zoom Platform</p>	<p>Please bring your lunch</p> <p>Meet the current residents</p> <p>Two-Way Q&A</p>	<p>List names and specialties of residents attending the lunch</p>

Preparation (con't)

- *Yourself*
 - *Technology*
 - *Staging*
 - *Materials*
 - *Avoiding Interruptions*
 - *Practice, Record, Review*







The TIGMER Interview

- Automatic on-line scheduling software utilized
- Zoom log-on information sent to applicant
- Appointment added to Outlook for one interviewer
- We created a 10 minute online video
 - Explained the program and discussed FAQs
 - Applicants sent link to video to watch BEFORE the interview
 - Noted that interviews would be recorded



The TIGMER Interview

- Set of 7 questions created and used for all interviews
- Applicants again notified of recording
- One interviewer would ask the questions and answer any additional questions from applicant
- Interviews would last from 30-45 minutes.
- Recordings saved to a Google Drive account
- Other faculty could watch when convenient

Questions for LMC Video Residency Interviews				_____IM	_____FM
Interviewer: Mohr Sellner Date: _____ Applicant: _____					
Remind Applicant that this is being recorded and make sure recording is activated.					
Did they watch the video Yes No					
1) Why are you interested in family medicine/internal medicine and what interests you about our program in Laredo?					
2) What kind of practice do you envision yourself in following residency training?					
3) Residency training requires a great deal of teamwork even though much of what we do as physicians is often seen as solitary work. How have you demonstrated teamwork in the past and how do you see yourself working in a team as a resident and later as an attending physician?					
4) As a resident physician, what would you consider to be your greatest strengths and what would be your greatest weakness?					
5) This is a new residency program. Every new residency program requires flexibility and leadership to help shape the future of the program. How do you see yourself in this role and how do you feel about entering a new residency program?					
6) Do you speak any languages?					
7) What else should the interview committee know about you that sets you apart from the other applicants to our residency program?					
Scores: Level 1 _____ Level 2CE _____ Level 2PE _____					
Final Assessment: High Rank Middle Rank Low Rank No Rank					

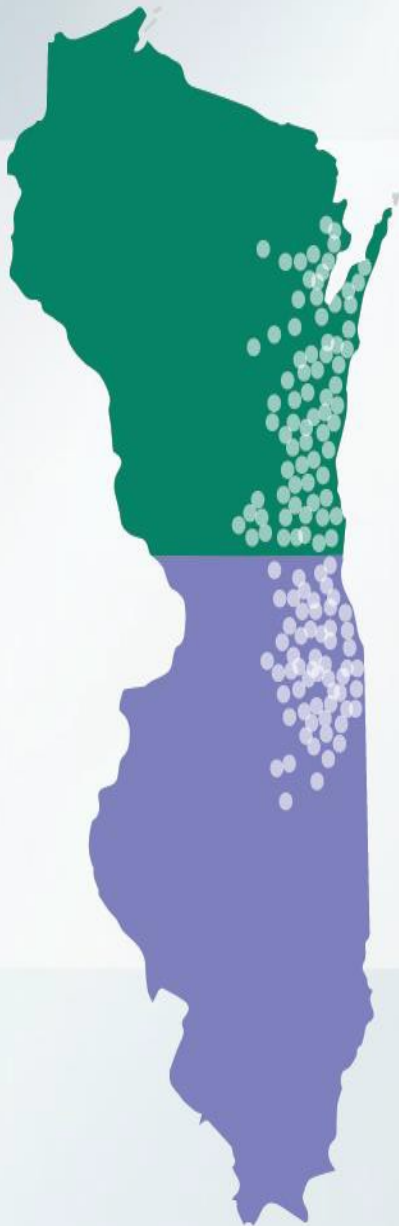
What would we have done Differently?

- Breakout sessions
 - Virtual Tour
 - Resident interaction
 - Consider CASPer
- (www.altusassessments.com)



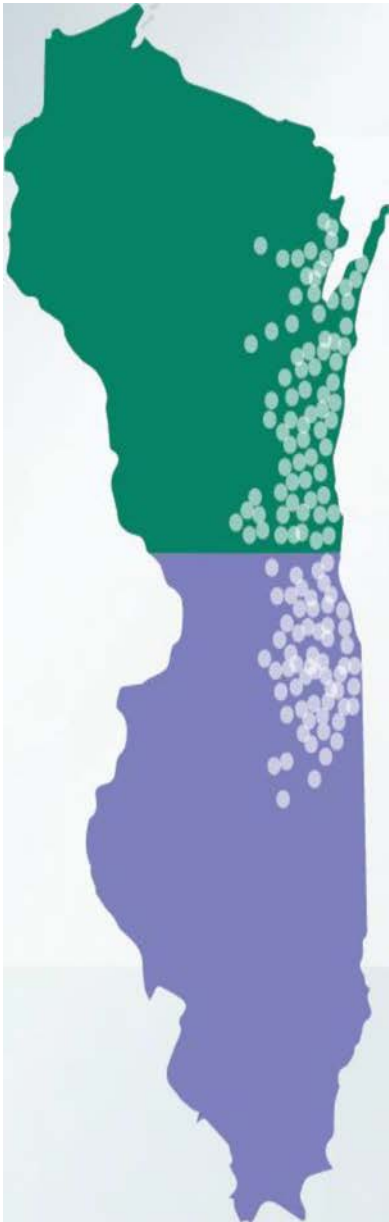
The video interview: Zoom video conference

- Create individualized meeting rooms for Program Director and Associate Program Directors
- Waiting room with personalized message
- “Doorbell” to indicate when the next applicant is in the waiting room
- Computer or Mobile APP

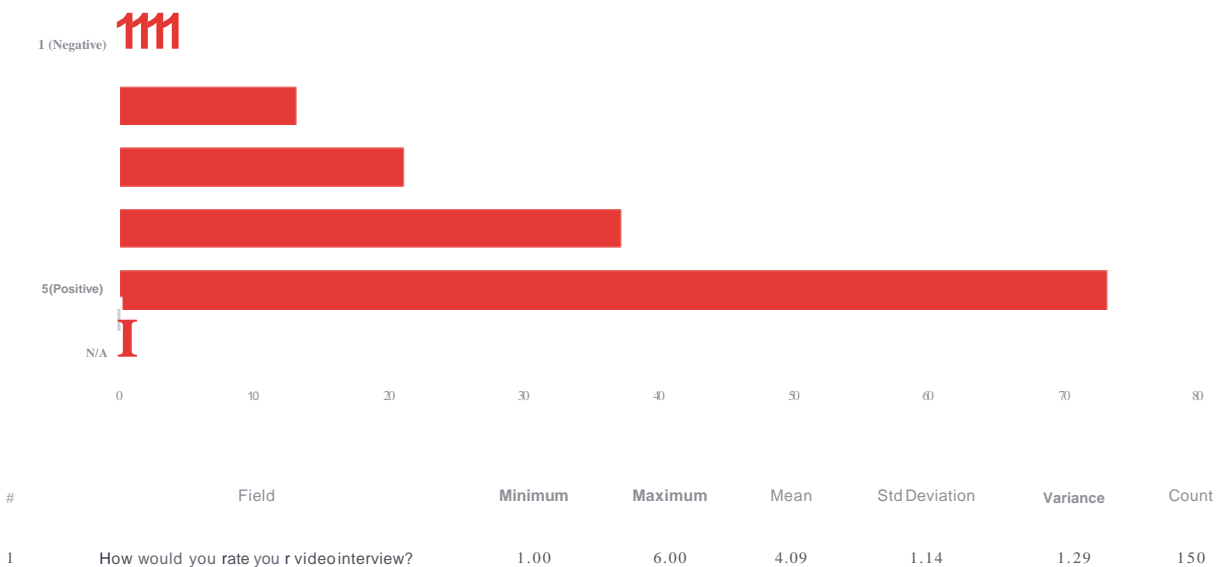


Jill Patton DO

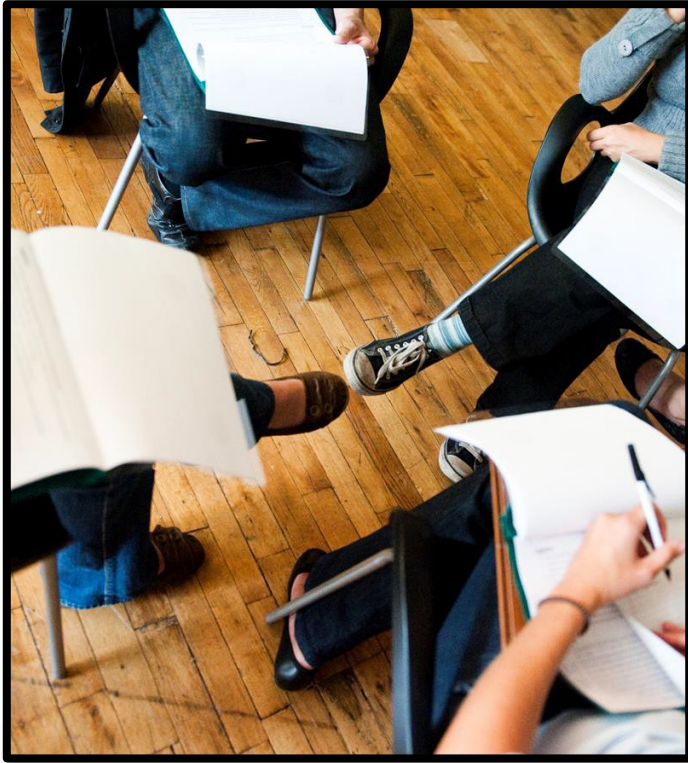




p3-How would you rate your video interview?



Facilitation



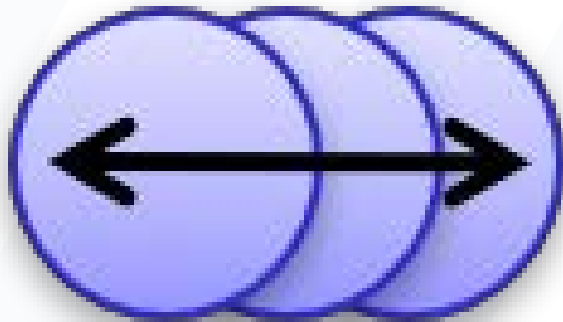
- *Mindset of an in-person interview*
- *Build Rapport*
 - *Sign on early*
- *Interview Questions and Approach*
 - *Similar to in person interviews*
 - *Managing who is talking*
 - *Pause*

Facilitation (con't)

- *Be Present*
- *Eye contact*
- *Body Language*
- *Share WIIFT*



Follow Up



With the Candidate

- *Immediately*
- *Include your contact information as well as any requested or suggested follow up information*
- *Remind them about WIIFT*

With the Interviewing team

- *How and by when feedback should be given*
- *Any specific information you are asking for*

Summary

To attract and hire the talent you need for the success of your organization today and in the future consider these three best practices when facilitating virtual interviews:

- *Preparation*
 - *You and your candidates*
- *Facilitation*
 - *Intentionally make it a well facilitated conversation*
 - *Show up in a way that aligns with your brand and what the organization stands for*
- *Follow Up*
 - *With your candidates and the rest of the interviewing team.*





**Questions
and
Thank you!**

