

Eli's Rehab Report

Staffing Strategies: Avoid These 5 Most Common Interviewing Errors

An interview is stressful for the job candidate, but what about the interviewer? After all, you're under pressure to hire your staff's next superstar.

Marcia Zidle, founder of **Leaders at All Levels**, a leadership and business development firm, offers her advice on what HR staffers do wrong when they're interviewing job candidates in the article "Hire Winners: Avoid These Interview No-No's."

Make sure you can deliver quality new recruits by avoiding these common interviewing mistakes:

- **Don't ignore the practitioner's work history.** Even if you're conducting several interviews in a short amount of time, don't skip over the resume-review process. Knowing your candidate's background allows you to zero in on key areas and ask the right questions. And definitely don't tell your candidate that you haven't read his resume, says Zidle. It makes you look unprepared.
- **Don't ask questions you already know the answers to.** If you can find the information on the candidate's resume, you're only wasting both your and his time by asking the question. Focus on more meaningful interaction with the candidate.
- **Don't be a cheerleader.** Instead of trying too hard to sell your facility or medical office as the best place on earth, give the candidate a realistic picture. Tell him the facility's strengths and weaknesses. Most job candidates know that if it sounds too good to be true, it probably is so give them information that's helpful, not misleading.
- **Don't talk too much start listening instead.** Give the healthcare staffer a chance to speak, and then listen with what Zidle calls the "third" ear. That is, think about what the person says (and doesn't say), why he answers a question in a certain way, and what you can deduce from his body language.
- **Don't be vague about the job's requirements.** The candidate should know exactly what's expected of him. Define what criteria will determine the job's success so a candidate who isn't confident that he fits the job requirements can opt out early in the process.