

THE GROUP INTERVIEW

PURPOSE

- To create buy-in to the new Super CA for your team.
- To compare all second-round applicants against each other.
- To observe how the applicants relate to each other and the group.
- To select several finalists who will go forward to the behavioural and aptitude interview.

PROCEDURE

Arrange for all of your team to be present.

Allow for the relevant number of chairs (we suggest that they are arranged in a circle).

Prepare a nametag for each applicant.

Allow for 1 hour to interview up to 10 - 15 people

Prepare a copy of the Applicant's Introduction Guidelines - "Interviewer Copy" for each interviewer.

Prepare one copy of the Applicant's Introduction Guidelines - "Applicant Copy", to be handed to the applicant when it is their turn to introduce themselves.

Prepare a grid of the seating plan and put one copy for each interviewer on a clipboard. The interviewer will write the name of the person who sits in the relevant seat on their grid to make notes about that applicant.

APPLICANT SEATING PLAN

RUNSHEET FOR THE INTERVIEW

- Welcome and frame the event
- Team member self-introduction
- Explanation of chiropractic
- Our office
- C.A.'s role/purpose
- C.A.'s specifics of job
- Applicants introduction of self (follow guidelines)
- Instructions to applicants on what to do while the interviewers deliberate.
- Interviewers discussion of applicants.
- Announcing the finalists to the applicants.
- Arrangements with the finalists for the observation visit

GROUP INTERVIEW PROCEDURE

SCRIPT

Welcome and frame the event:

"We acknowledge you for coming along for the group interview because it can be daunting. In the past, we have interviewed a whole bunch of people and we remember the first few and the last few, the people in the middle are just a blur. We assume you don't want to be a blur – correct?"

Team member self-introduction:

This is a personal welcome and self-introduction of each of the team members saying who they are, what they do and what they like about the practice.

Explanation of chiropractic:

This is a brief explanation of chiropractic. In this 2 minute presentation you are testing the applicant's comprehension as they will be asked about their understanding of chiropractic later.

Our office:

This is a presentation of the practice's Statement of Purpose. This should be presented by the whole team.

C.A.'s role/purpose:

This is a basic overview of what the Super C.A.'s job specifics are (include hours, wages, benefits, tasks)

APPLICANT'S INTRODUCTION OF SELF

PURPOSE

- To observe the applicant's ability to follow instructions
- To calibrate on the applicants metaprograms (behavioural preferences as described at the top of the Team Members Copy), style, preferences, emphasises, humour, inclusion, reading of the room, linking to others, support of others and every other aspect of interpersonal interaction that can be gleaned from a short presentation given under duress!
- To observe the rest of the applicants' response to the applicant who is presenting.

PROCEDURE

Ask the Applicants to follow the Applicants Introduction Guidelines. Let the Applicants decide on the order of presentation.

Make notes on the Team Members clipboard of the various observations of the Applicant.

Let the applicant construct and present his or her own process. Don't interrupt with comments or questions.

It is useful to start applause for the first person and this will usually be carried on spontaneously for the others.

SCRIPT

"There are a number of questions that we have of you and we would like you to address the questions on this piece of paper – who would like to go first?"

"Thank you so much, you guys did a wonderful job. You have all got so much talent".

Interviewer's discussion of applicants:

"Thank you all for a wonderful job. You were all amazing. Now, we have the difficult job of deciding on the finalists. We want you to know where you stand today so we will now go (state where) and talk about you. In the meantime, we invite you to..." (give instructions of what you would like them to do e.g. go outside/remain in the room/have water/tea/coffee etc.)

Announcing the finalists to the applicants:

Example. *"This is one of the most difficult jobs that we have to do. To decide between so many high calibre people is no mean task. However, while we would love to have you all join us we do have to decide on 2/3 finalists so on that note we would like (name the 2 or 3 that you want*

to interview further) to stay. We thank each of you for making it this far and shining like you did – thank you".

Arrangements with the finalists for the observation visit:

Give the logistics for the in-office observation visit.

APPLICANT'S INTRODUCTION GUIDELINES

Introduce yourself and tell us a little about yourself.

Tell us about a previous work/school situation in which you were the happiest.

Compare how you think this job would be to your last.

How do you know when you've done a good job?

Tell us about people you like and dislike.

What is important to you in a job?

What is your understanding of chiropractic now?

If money was no problem and you were to construct your ideal backyard swimming pool – what would it look like?

What do you have to offer this office?

APPLICANT'S INTRODUCTION GUIDELINES - TEAM MEMBER'S COPY

Introduce yourself and tell us a little about yourself. *(GLOBAL/SPECIFIC, SELF/OTHERS)*

Tell us about a previous work/school situation in which you were the happiest. *(INDIVIDUAL, MANAGEMENT, TEAM)*

Compare how you think this job would be to your last. *(SAMENESS/DIFFERENCE)*

How do you know when you've done a good job? *(INTERNAL/EXTERNAL FRAME OF REFERENCE)*

Tell us about people you like and dislike. *(TOLERANCE/INTOLERANCE)*

What is important to you in a job? *(VALUES)*

What is your understanding of chiropractic now? *(RETENTION & COMPREHENSION)*

If money was no problem and you were to construct your ideal backyard swimming pool – what would it look like? *(INCLUSION/EXCLUSION PLUS OTHER VALUES)*

What do you have to offer this office? *(LINKING TO YOUR STATEMENT OF PURPOSE)*