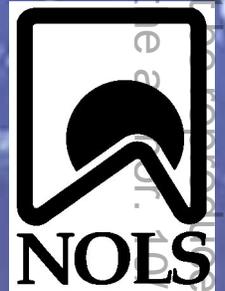


The Phone Interview

Evaluating Candidates from a Distance

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NOLS Wilderness Medicine Institute



WRMVC
WILDERNESS RISK MANAGEMENT CONFERENCE
www.nols.edu/wrmvc | (800) 665-7X3
NOLS OUTWARD BOUND SCA

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National Outdoor Leadership School

- Founded in 1965.
- Leadership, teamwork, outdoor skills, expeditioning.
- 3000 students per year.
- 150,000 program days.



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Wilderness Medicine Institute

- First course in 1990.
- Teach WFA, WFR, WEMT and advanced courses.
- 15,000 students/yr.
- 19 countries.
- 4 languages.



WMI Hiring Process



Wilderness Medicine Instructors Needed

- Email application (~150/yr)
- Phone interview (~75/yr)
- Instructor Training Course (~22/yr)
- Ready for hire (~95%)



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WMI



WMI



WMI

WMI NOLS 801.462.1100 | 800.771.6657 x3

WILDERNESS MEDICINE INSTITUTE

What about you?

- Who conducts interviews?
- Single interviewer or part of a committee?
- In person?
- By phone?
- Part of a longer hiring/training process?

Interview Foundation

- Have a job specific interview.
- List the job requirements.
- List the important skills.
- List the qualities of successful employees.

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Your turn!

- Pick one job.
- List 3 job requirements.
- List 3 skills.
- List 3 qualities of prized employees.

05:00

Critique

- Consider what can be assessed in an interview and what can't.
- What will be covered during training?
- Let's write some questions!

The Basics

- Types of questions:
 - Skills
 - Knowledge
 - Personality/Match
 - Policy

The Basics

- Styles of questions:
 - Closed, fixed response
 - Give an example
 - Hypothetical situation
 - Prioritizing
 - Critique: self or job

WRMRC
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Good Examples

- Tell me about the most frustrating person you have worked with. How did you handle it?
- Tell me about the most difficult medical decision you've had to make in a remote setting.

WIRMC
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Your turn!

- In small groups, take a few minutes for everyone to write an interview question.
- Share and critique.
- Be ready to share your favorite question with the group.

20:00

What are you struggling to assess?

- Skills?
- Risk assessment?
- Customer service?
- Something else?

Structural Tips

- Critical questions first.
- Avoid “stock” questions.
- All questions should have a purpose.
- Consider flow– structured or random?
- Set a time limit.
- Consider a scoring system.
- Strive for consistency.

www.nrc.gov/reading_rm/2009/7/10/6657.x3



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Action Steps

- Write 3 qualities of an employee you consider a model in his/her position.
- Pick one interview from your workplace to go home and critique.
- Replace or rewrite 3 questions from that interview.



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