



National Conference 2022

Do's and Don'ts of Residency

Interviewing:

Advanced Skills for Residency Applicants

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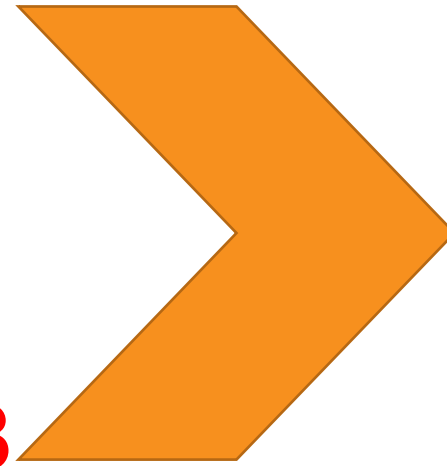
Poll Question - The Most Important Factor When Residencies **Rank** Applicants is...

- a) Board scores
- b) GPA and Clerkship Grades
- c) Letters of Reference
- d) The Interview
- e) The medical school you attended

Most Important Factors when Ranking Applicants

(2020 NRMP Survey of Program Directors – Family Medicine)

- Interpersonal skills 4.9
- Interactions with Faculty 4.8
- Feedback from residents 4.7
- Interactions with housestaff 4.8
- Perceived commitment to the specialty 4.6
- Leadership Qualities 4.3
- Personal Statement 4.0
- Step 2 CK/COMLEX 2 CE 3.9



The
Interview

Learning Objectives For Today

- Know the “Do’s and Don’ts” of Family Medicine Residency Interviewing and utilize them.
- Know about useful resources for your interview preparation.
- Be prepared for the most difficult questions you may be asked at your FM residency interviews.
- Know the most helpful questions for you to ask interviewers.
- Gain some practice in some of these advanced interview skills.
- Increase confidence by learning what to expect and how to adequately prepare.
- Know pre /post interview do’s and don’ts.

The Main Points

- Be prepared
- Be yourself
- Remember that the interview is a two way street
- Don't do stupid stuff
- Remember that “the interview” is the sum of all personal interactions with the program



Great Sources for Interview Preparation

- **“Strolling Through the Match 2022”**
(Section 6- pp 53-67)

- **“How To Answer The 64 Toughest Interview Questions”**

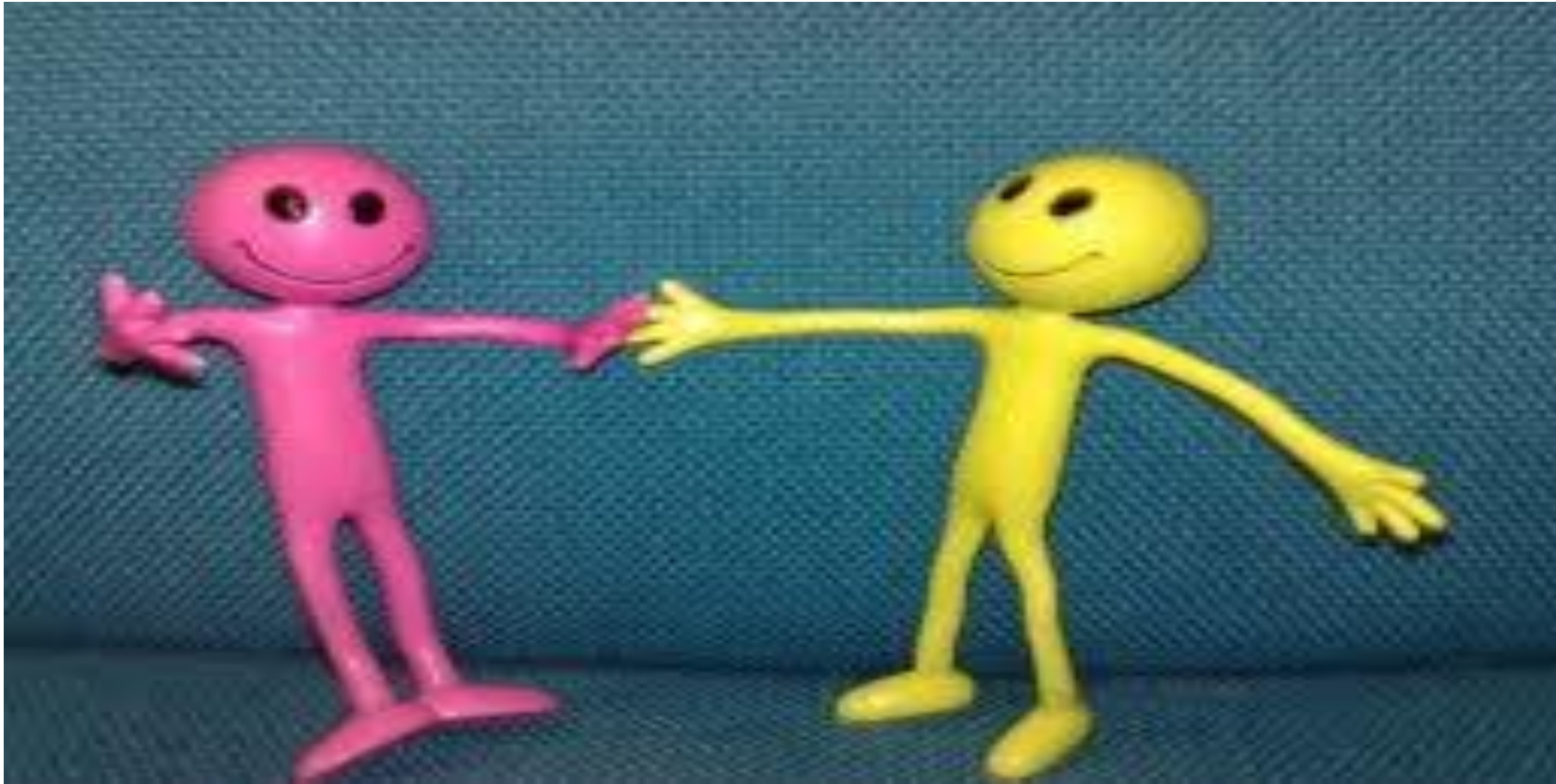
<http://soulssearch.files.wordpress.com/2007/05/64interviewquestions1.pdf>

- **The Residency Program’s Website-**
AAFP Residency Directory, Google

Strolling Through the Match - Section 6 on the Interview Process

- Interviewing Tips (Goals, Scheduling, Research, Attitude, Fine Points including Pre and Post Interview Etiquette)
- Elements of the Interview (Structure, Prohibited Questions, Discussion of Parental Leave, Pregnancy, and Child-Rearing Plans)
- Questions to Consider Asking
- Follow-up
- Evaluation Check-lists
- Global Health Experience Questions

It's Time for A Role Play!



“Tell Me about Yourself.”

Poll Question - You are asked, “Tell me about yourself.” You respond by:

- a) Reviewing the details of your birth, childhood, adolescence, college years and med school years.
- b) Asking “What specifically do you want to know?”
- c) Providing an excellent verbal summary of your CV.
- d) Describing the context of your life and its relationship to choosing FM, goals, and interest in this residency.
- e) Mentioning your regrets and any failures you’ve had to show you are honest and forthright.

“Tell Me About Yourself”

- *Don't* talk about your pets, hobbies, etc.
- Know the resident profile of what this particular residency most values- experiences, skill set and personality- and then discuss how you fit- in 30-60 seconds.
- Practice with a SO/ friend or calling your cell phone voice mail and listen to it.
- Non-verbal communication skills- Eye contact, enthusiasm, confidence, etc.

Mutual Goals of Interviewing

Your Goals

Can They Do the Job?

Is This a Good Fit?

Would I Be Happy Here?

Residency's Goals

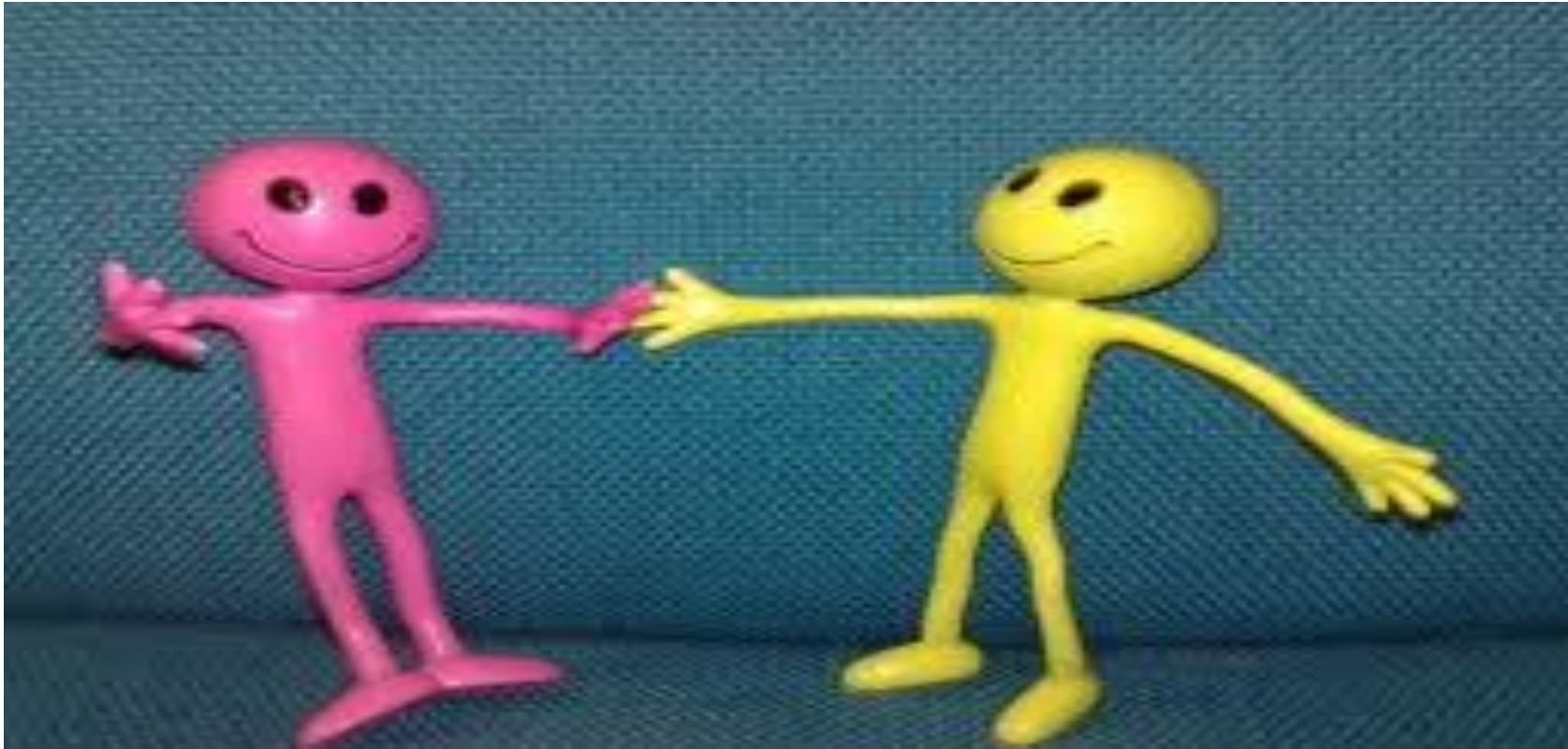
Can They Do the Job?

Is This a Good Fit?

Would They Be Happy Here?

“Fit”: Both are looking for Bio-psycho-social-spiritual compatibility

It's Time for A Role Play!

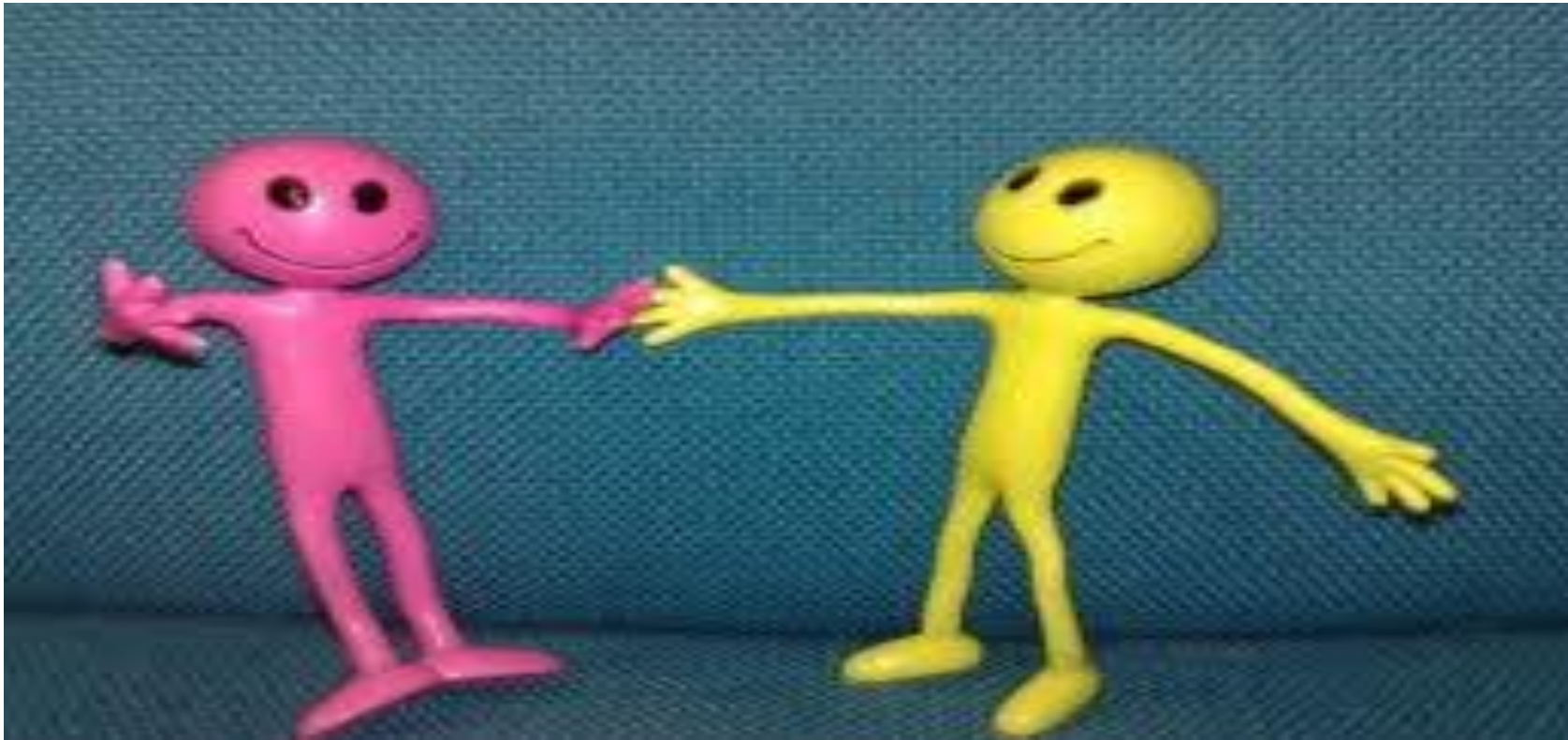


What are your greatest strengths?

***Poll Question* - “What are your greatest strengths?” You answer:**

- a) “Board scores.”
- b) “Clerkship grades.” (or in Boston: “I’m wicked smaht”)
- c) By describing your personal qualities and skills relative to residency.
- d) “I don’t think I’m better than others so- Nothing really.”
- e) “I’m a really good musician.” (marathoner, dancer, etc)

It's Time for A Role Play!



“What are your greatest weaknesses?”

Poll Question - “What are your greatest weaknesses?”

- a) “Chocolate - lol”
- b) “I can’t think of anything at the moment.”
- c) “My work-life balance isn’t what I want it to be.”
- d) “I’m sometimes too sensitive and take things to heart too much.”
- e) “I’m still not great at my office efficiency and procedures.”

Questions to Prepare For Before the Interview - *Questions About You*

- Tell me about yourself.
- What are your greatest strengths?
- What are your greatest weaknesses?
- What do you see yourself doing in 5 (10, 20) years?
- What do you like doing outside of work? (favorite recent books, movies, activities, etc)
- Who has inspired you and why?
- How do you define success?
- What do you think about “Obamacare”? (or other political/ social issue)

Questions to Prepare For:

Questions About FM /being a Resident Here

- Why family medicine?
- Why are you applying to our residency?
- What would you bring to the program?/ Why should we rank you highly?
- Describe your ideal residency/ What are you looking for in a residency?
- Are you applying to any other specialties?
- Are you really willing to relocate?
- What are your training goals for residency?
- What have you heard about our residency?

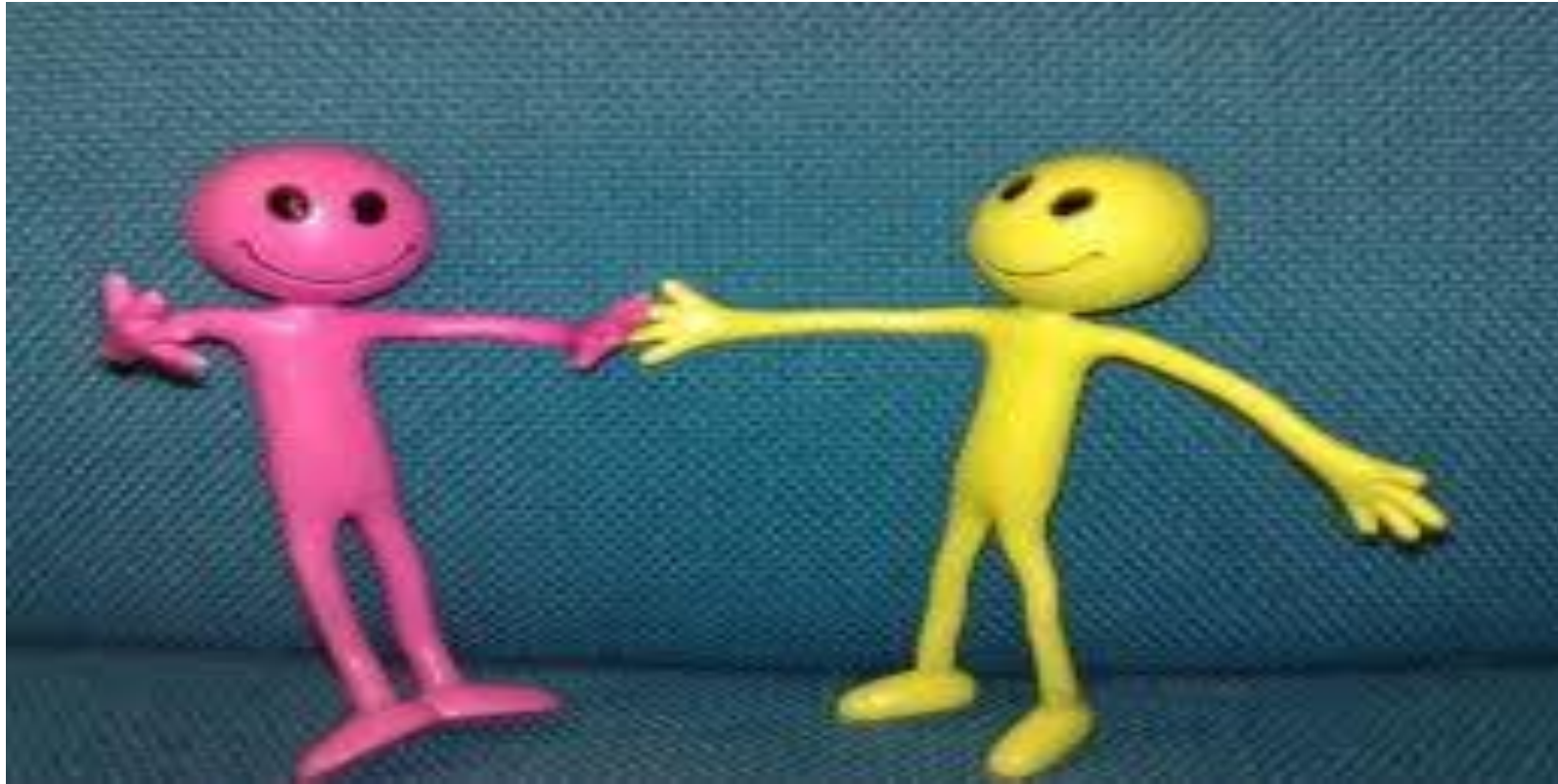
Questions to Prepare For - *Behavioral/Situational Questions*

- Did you like your medical school?
- Can you describe a situation in which you... (failed at something/ worked under pressure/ was criticized/ had a conflict/ went the extra mile for a patient/ dealt with a “difficult” patient...)?
- What makes you angry?
- Can you recall a time you had to deal with adversity?/ Toughest challenge faced?
- What would you say to your senior resident if she’s for a treatment plan, but you don’t agree?
- What do you anticipate will be the most difficult part of being a physician?

Questions to Prepare For - *Behavioral/Situational Questions*

- Hypothetical problem- what would you do...? (interviewer want to hear the *process*, *not solving* the problem)
- Looking back on medical school, have you done your best work?
- What's the hardest thing for you to say-
I don't know, I can't do that, I won't do that, or I need your help with this?

It's Time for A Role Play!



“Tell me about a time you had a conflict.”

Situation/Behavioral-based Interview Questions

“Tell me a time when you had to deal with a...”

1. Don't be general- asking for a **specific** event
2. Think ahead about these- you want to be ready with a success story.... and **you are the star** of the story!
3. “STAR”
 - Situation
 - Task
 - Action
 - Result



Prohibited Questions

- Federal law prohibits making employment decisions on basis of **race, color, sex, age, religion, national origin, or disability**- questions related to these are illegal.
- This applies to discrimination on the basis of **pregnancy and child-rearing plans**.
- The NRMP (“the Match”) prohibits programs from asking about identifying information for other programs you are applying to this includes:
 - Names of programs
 - Specialties
 - Geographic Locations

More on Prohibited Questions

- You do not have to answer questions related to marital status, number of children, or plans to have children.
- Federal Family Medical Leave Act (FMLA)
 - Provides up to 12 wks unpaid leave (maternity/paternity/adoption/family or personal illness)
 - Individual states may have their own paid or unpaid parental leave laws
- Note: If you want to ask about how the program handles parental leaves- asking a **resident is best**.

Residency Interviewing is a 2 way street



The Most Helpful Questions To Ask To Gain Insight into Them are....

- Open-ended
- Things that you can't get on the website
- Able to address their motivations and the residency culture: Values, Priorities, What is most important to them.
- Able to find out the “unwritten curriculum” as well as the written one.

What questions are best asked to the Program Director?



Questions for the Program Director

- Why did you choose to lead this program?
- What do you see as the program's strengths?
- What are the program's areas where you are working on improvement?
- What is your 5 year vision of the program?
- What challenges does the program face?

Questions for the Program Director

- Finances/ institutional support?
- What are you looking for in a resident?
- Plans for how to implement new FM program requirements?
- Any plans in my area of special interest?
- Graduates: where located, types of practices, feedback from them, specific skills (Ex: How many of your graduates in the last 5 years deliver babies?)
- (Discuss any major issues/ red flags in your application-ending it with a positive statement)

What Questions are best asked to a Faculty member?



Questions for Faculty

- Why did you choose to teach here?
- Graduates: where located, types of practices, feedback from them
- How and how often is feedback provided to residents?
- How would you describe the patient population?
- What community service programs does residency participate in?
- Areas of particular interest- yours and theirs

What questions are best asked to a Resident/the Residents?



Questions for Residents

- Why did you decide to come here?
- What does a typical work week look like?
- What is call like? What kind of support is there?
- How is your interaction with specialists?
- How do you view the presence of the other residencies in hospital? (Or-what do you think about being the only residency in the hospital?)

Questions for Residents

- What are your plans after graduation?
- What do residents do outside of work for fun?
- Where do you feel most of your learning is coming from?
- What are the program's areas of strength?
- What are the program's areas where improvements could be made?

Practice Before Your First Interview!

Interview Bloopers

- 1) Presentation-poor handshake, dress, chewing gum etc.
- 2) Talking too much
- 3) Talking too little
- 4) Talking negatively about anyone, other places
- 5) Showing up late or leaving early
- 6) Treating the residency staff rudely
- 7) Not preparing for the interview
- 8) Asking about salary, benefits, vacation time
- 9) Failure to match communication styles
- 10) Not silencing cell phone
- 11) Arrogance, Disinterest, Fatigue, Lack of Sincerity
- 12) Over-Informality- (“bad” words, be careful about humor)

4 Classic Mistakes in Interviewing

#1 – Being Unprepared

- Being unprepared and letting it show in a question or an answer
 - Content – Ex: “How many residents do you have?”
 - Extroverts → ramble; need to listen more
 - Introverts → very awkward silences; need to talk more
 - Perceived lack of interest – Ex: “No, I don’t have any questions.”

4 Classic Mistakes in Interviewing

#2 – Negativity

- Negativity toward anyone (including yourself)
- Lack of enthusiasm



4 Classic Mistakes in Interviewing

#3 – Not Mirroring Communication

- Not mirroring the communication style of the interviewer
 - Talk too much or too little
 - Formal/informal



4 Classic Mistakes in Interviewing

#4 – Selling Yourself Short

- This Goal is to project

“Self Confident Humility”



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Pre-Interview Tips

- **Scheduling & Follow-up**

- Call to cancel interview appointments NLT 48 hrs ahead
- Don't reschedule multiple times!!!!
- Understand the process of scheduling the interview – is part of the interview!
- Try to make it to the virtual events with resident(s) if offered.

- **Significant others**

- **Be Prepared- Residency Website, review common questions**

- **Be Rested/ Positive Attitude**

- **Be Early- Whether in-person or virtually**

- Get on the Video Conferencing early and ideally trial run internet and area where you will do the interview
- **Bad Internet/Computer Issues Happens. Try to have a back up plan.**

What to Wear?

- Neat
- Comfortable
- "Professional"
- "Wear what makes you feel confident!"
(Strolling through the Match)
- Keep potential activities in mind (e.g.,
good shoes if will be doing walking
tours)



Tips for Successful Video Interviewing

- Find a quiet, private, well-lit place, free from possible interruptions. – Ask Medical School for help with space
- Ensure your internet connection is stable.
- Check that your computer's audio is working.
- Test your computer's webcam.
- Close any unnecessary web browser tabs and applications.
- Dress professionally and avoid bright colors.
- Have a pen, notepad and copy of your resume on your desk.
- When listening, nod and smile to show you are engaged.
- Use hand gestures when appropriate.
- Place your phone in silent mode.



Pre-Interview Tips (cont.)

- **Reread your Personal Statement** before the interview and be prepared to expound on it.
- **Read online bios of interviewers** (if available to you beforehand and on residency website)
- **Remember that the interview is **every** interaction you have with **anyone** in the program.**
 - Don't kick the resident host's cat off the couch.
 - Don't have >1 alcoholic beverage during dinner.
 - Don't ask to be examined for a personal medical issue during your interview.

Post-interview Tips

- **Follow-up thank you** via email or hand-written card.
 - Personalize the message, build on the conversation you had in the interview.
 - Don't send identical messages to multiple people at the same residency- they are often batched when organizing your file.
- Know what the residency's culture is on second look visits or attending virtual events.
- **Social media**- review your footprint, no comments about your interviews.

Learning Objectives Recap - What We Covered

- “Do’s and Don’ts” of Family Medicine Residency Interviewing.
- Useful resources for your interview preparation.
- The most difficult questions you may be asked at your FM residency interviews.
- The most helpful questions for you to ask interviewers.
- Gained some practice in some of these interview skills.
- Increased your confidence by knowing what to expect and how to adequately prepare.
- Pre /post interview do’s and don’ts.

The Main Points Again

- Be prepared
- Be yourself
- Remember that the interview is a two way street
- Don't do stupid stuff
- Remember that “the interview” is the sum of all personal interactions with the program

Thanks / After this Session

Any follow-up questions, just send an email to:
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Wrap-up Q&A

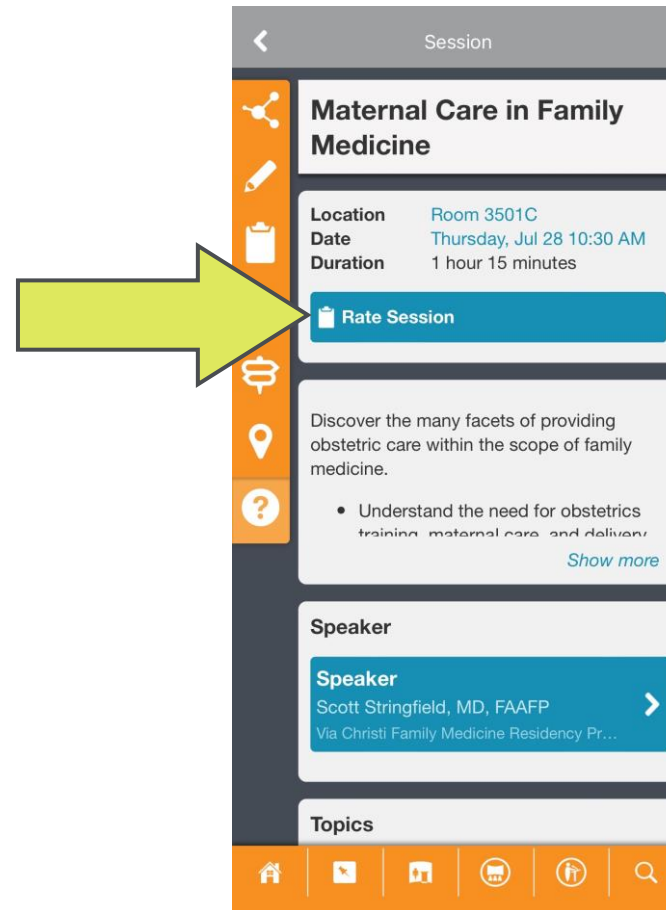


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