

ULTIMATE PHYSIO PRESENTS



THE  
**INTERVIEW**  
CHEAT SHEET

So, you need a new member of your team  
- physio, allied health or admin. Here is how to  
take them through a process which gives you the  
maximum chance of success in finding a new  
team member who is a high performer, fits your  
culture, and is going to stick with you through  
thick and thin.

# STEP

## ONE

### 3 QUESTIONS

Firstly, I buy a cheap simcard from somewhere like Aldi, and activate the phone number for a 1 month period. You can do this on Skype also by purchasing a phone number for a month. I then pre-record a message, with 3 questions on it:

Q1 - "why do you want to work for (my clinic's name?)"

Q 2 - "what has been your greatest achievement in life so far?"

Q 3 - "who has been your most influential mentor?"

Don't answer the questions.... they don't move on to:

# STEP

## TWO

### GROUP INTERVIEW

There is no better feeling as an employer than having your candidates sitting in a room eyeballing each other.

Format - 1 hour, no more than 12 questions, and a written exercise at the end. Give each person no more than 1 minute for each question. I also ask them to bring a red apple to the interview, to see how they go following instructions (but this is just me)

From this I choose my top 2-3 candidates and move onto:

# STEP

## THREE

### 1:1 INTERVIEW

In this step they are with me and my Practice Manager. I ask them a series of 15 tough questions, then ask them to ask me questions at the end. I get to know lots more about what makes them tick, and if there are any signs they may not work out there is generally an indication here

Blitz this and they move onto:

# STEP

FOUR

SKILLS

INTERVIEW

Here is where my applicant does a mock treatment with one of my team. They don't know the patient is an employee of my clinic. I observe, and don't say anything. The applicant is normally very nervous and makes some errors, but I am not overly critical as I am assessing both physio and communication skills. By this time I generally have one candidate who stands out.

Success here and they move on to:

# STEP

FIVE

HARD QUESTIONS

INTERVIEW

This is where we get heavy and talk about - workload, performance, money, and any other challenges both me and the candidate may perceive. No question here is off limits. This interview produces some really honest answers, and is really a change for the applicant to self eject, as I am introducing them to the terms of their contract.

Pass this step and they move on to:

# STEP

SIX

OFFER

The offer involves me contacting them to offer them a position. Make no mistake, you may believe you have your candidate here, but 80% of my most difficult discussions with current and future team members at my clinic revolve around contract negotiations

Once they receive the offer we move to:

# STEP

SEVEN

CONTRACT  
NEGOTIATIONS

When I present the contract to them I immediately explain that every element to the contract is negotiable (to some degree). It is then up to the applicant to decide if they want to receive my offer as is, or want any changes to the contract (which I may or may not approve)

Once they put pen to paper: [Congratulations](#), you have your new team member on board! For more great resources, follow my Ultimate Physio blog [here](#)