



BUILD THE **ULTIMATE** PHYSIO CLINIC

INTERVIEW CHEAT SHEET

The Interview Cheat Sheet

In the private practice physio industry, good physios are hard to find. The interview process can be fraught with peril and it is very easy for someone to put on a good impression, slip through the cracks, and before you know it you have the team member you wish you didn't have – a low performer, or worse still someone who doesn't fit your culture. I am going to lift the lid and show you how I avoid myself choosing the wrong person for the job. 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. I have interviewed hundreds of physios over the last 16 years, and believe me I have made every hiring mistake possible. This process will help you de-risk the most important element of your job as a clinic owner.



Step 1

Firstly, I buy a cheap sim-card 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: (if you only get one applicant, you can do this step on the phone with the applicant)

3 QUESTIONS

1—Why do you want to work for (my clinic's name?)

2 — What has been your greatest achievement in life so far?

3— Who has been your most influential mentor?

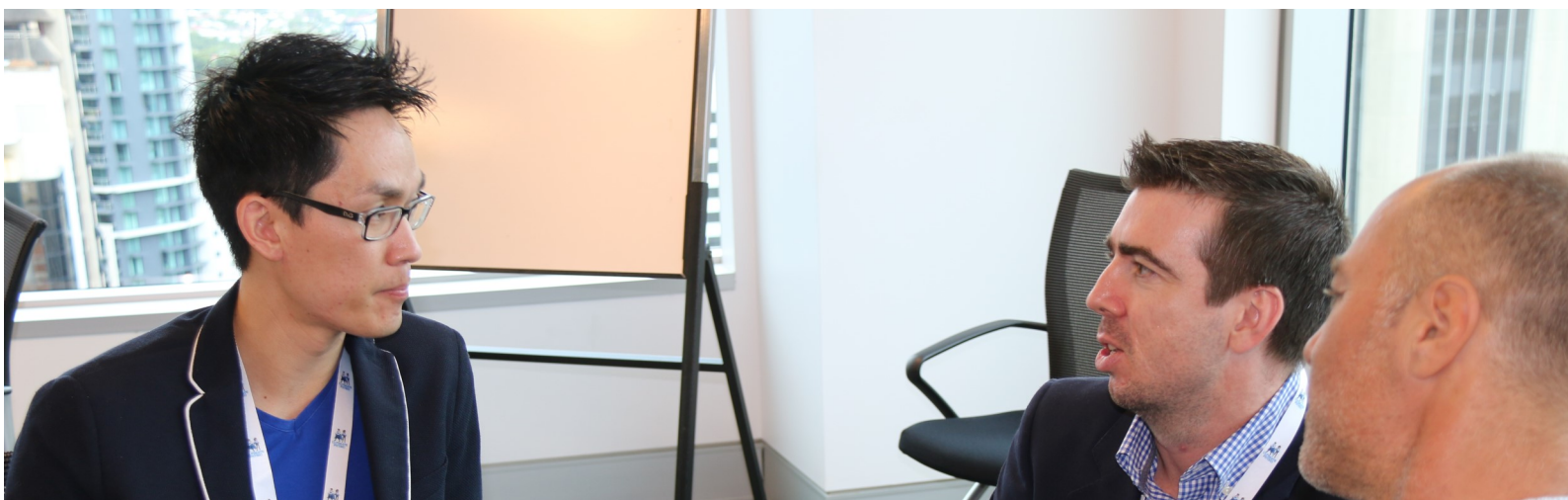
Don't answer the questions..... they DON'T move on to:

Step 2

GROUP INTERVIEW

Having your candidates sitting in a room eyeballing each other. Again, in an ideal world you have 2-5 applicants in this interview, and you cannot run this format with one person – but 2 or more is fine.

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 get my top 2-3 candidates and move on to:

Step 3

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 on to:

Step 4

SKILLS

INTERVIEW

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

Success here, and they move on to:

Step 5

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 chance 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

6

THE 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

7

CONTRACT NEGOTIATIONS

When I present the contract to them, I immediately explain that every element of 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](#), or join the Ultimate Physio Clinic Owners facebook group [here](#):

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