



“we’re caring for life”

“Excellence is never an accident; it is always the result of high intention, sincere effort, intelligent direction, skillful execution and the vision to see obstacles as opportunities.”



“Pride is an attitude which separates excellence from mediocrity.”



“Every job is a self-portrait of the person who did it. Autograph your work with excellence.”



How to prepare an effective resume



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During the interview

- ◆ Be confident
 - *Greet the interviewer with a firm handshake
 - *Maintain eye contact throughout the interview
 - *Remember that you are selling yourself
- ◆ Be enthusiastic
 - *Smile!
 - *Look for opportunities to break the ice with casual, friendly conversation
 - *Let the interviewer know that you have visited the company's web site, read their brochure, etc
- ◆ Be responsive
 - *Body language is extremely important
 - *Stand when interviewer enters the room
 - *Respond to the interviewer's jokes and comments by smiling, nodding, and commenting when appropriate
 - *Maintain good posture
 - *Avoid fidgeting
- ◆ Be attentive
 - *Listen carefully and attentively
 - *Seek opportunities to ask questions about the company and/or position
 - *Ask permission if you would like to take notes
 - *Never let your eyes wander– it shows disinterest and poor communication skills
- ◆ Be brief
 - *Don't give long-winded answers
 - *Answer clearly
 - *If a yes or no question is posed, you should try to elaborate
 - *If you are unsure how to answer, ask to have the question repeated or clarified
 - *Remember, it's okay to pause and think before you respond!



- ◆ Relate and refer
 - *In formulating your answers, make sure they *relate* to the position for which you are applying
 - **Refer* somehow to your qualifications or abilities
 - *The question behind every question is:
 - “Why should we hire you?”
- ◆ Be professional
 - *Never swear, chew gum, smoke, or make inappropriate jokes
 - *If your interviewer displays unprofessional behavior, it is neither appropriate nor professional for you to do so
- ◆ Be positive
 - *Never speak negatively about past employers, co-workers, or job experiences
- ◆ Be yourself
 - *Your unique personality will distinguish you from other applicants
 - *If you have a sense of humor, let it show
 - *Relax and don't be afraid to be yourself!

Closing the interview

- *Thank the interviewer for his/her time and state your interest in the position
- *Ask “How do you see me fitting into your organization?”
- *Ask: “What is the next step?”

After the interview

- *Send a handwritten thank-you note within 48 hours of the interview
- *Follow up with a phone call if you don't hear back from the interviewer in 5-10 days



Avera McKennan Hospital & University Health Center—Look No Further

Starting from scratch?

Make it easier for yourself, do a personal assessment first. Jot down your skills, abilities, work experience, and extracurricular activities.

Resume Content

- ◆ Contact Information
 - *Name, address, telephone, and e-mail address
 - *Contact information at top
 - *Use permanent address and telephone number
 - *Avoid nicknames
 - *Record neutral answering machine message
 - *E-mail address should be professional
- ◆ Objective/Summary
 - *Tells potential employers the sort of work you're hoping to do
 - *Be specific about the job you want
 - *Tailor objective to job you are applying for
 - Ex: To obtain a professional Registered Nurse position within a top notch hospital requiring exceptional nursing skills
- ◆ Work Experience
 - *Briefly give an overview of work that has taught you skills
 - *Use action words to describe your job duties
 - Ex: extremely, proficient
 - *Use reverse chronological order
 - Last job first and work

- ◆ Work Experience Continued...
 - *Include in work experience
 - Title of position
 - Name of organization
 - Location of work (town, state)
 - Dates of employment
 - Briefly describe work responsibilities with emphasis on specific skills and achievements.

- ◆ Education
 - *List most recent educational information first
 - *Include degree (A.S., B.S. etc.), major, institution attended, minor/concentration.
 - *Add GPA if higher than 3.0
 - *Mention academic honors
 - *If you don't have a degree, list relevant educational experiences



- ◆ Other Information
 - *Key skills, special skills, or competencies
 - *Leadership experience in volunteer organizations
 - *Participation in civic organizations
- ◆ References
 - *Do NOT include your reference information on your resume. You may note at the bottom:
 - "References available upon request"
 - *Ask people if they are willing to be references before giving their names to potential employers

Resume checkup

- ◆ Content
 - *Run a spell check before sending out
 - *Ask a friend to do a grammar review
 - An English major would do!
 - *Ask another friend to proof read
- ◆ Design
 - *Use white or off-white paper
 - *Use 8 ½ X 11 inch paper
 - *Print on one side only
 - *Use font size of 10-14 points
 - *Avoid italics, script, and underlined words
 - *Do not use horizontal or vertical lines, graphics, or shading



Interviewing for Success

What to do before the interview

- ◆ Research
 - *Always research company before interview
 - Web sites are a great resource
 - *Staffing services may know the culture of clients
 - *By knowing the company in advance, you'll stand out from other applicants and be able to ask knowledgeable questions
 - *Ask questions, it shows you are interested!
- ◆ Rehearse
 - *Practice answering sample interview questions
 - *Traditional interview questions:
 - Why are you interested in this position, strengths, opportunities, career goals
 - *Behavioral interview questions:
 - Disagreement, difficult decision, a time you took initiative
 - *Prepare questions to ask the interviewer
 - "What is your company's mission?"
 - "Why do you like working here?"

- ◆ Prepare
 - *Make sure resume is up to date. Bring extra copies in a clean folder
 - *Prepare a list of references; at least two of them should be from previous employment
 - Do NOT list family members
 - *Have your resume and reference list ready to give the interviewer when asked for it
 - *Prepare to discuss special talents, abilities, and qualifications that make you the best candidate for the position

- ◆ Dress to Impress
 - *Dress professionally
 - Often appropriate is a suit for men and a pant/skirt suit for women
 - *Hair should be clean and well groomed
 - *Avoid excessive jewelry or perfume
 - *Never smoke before an interview
 - *45% is how you present yourself, resume, and application
 - *35% is how you answer the questions
 - *20% is other factors such as experience



- ◆ Plan Ahead
 - *Know the exact location of interview site
 - *Leave at least a half hour early to ensure that you arrive on time
 - Promptness is expected and leaves a good first impression
 - *Do not arrive more than 10 minutes early