

Interview Skills Webinar

5th September 2024

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**South London
and Maudsley**
NHS Foundation Trust



**South West London and
St George's Mental Health**
NHS Trust



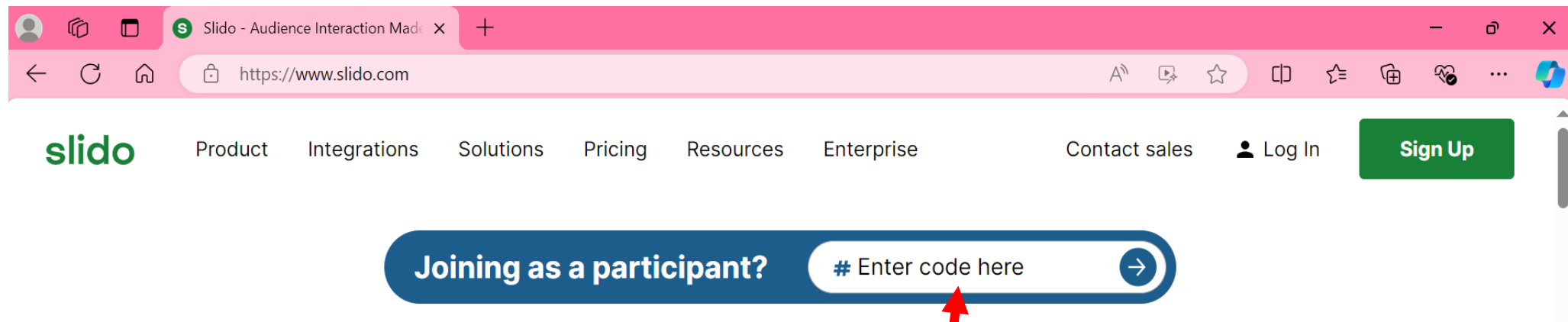
Oxleas
NHS Foundation Trust

What we will cover

- Practical tips for preparing for the interview
- Looking after yourself before and after the interview
- Frameworks and models to help structure your interview responses
- Emmanuella's experience of interviews
- Q&A

How to participate

- Please submit questions using SLIDO
- Feel free to respond to questions and offer comments using the chat
- We will not answer questions submitted via chat



Enter code: **2691363**

Practical tips
for preparing
for the
interview



Preparing for an interview 1

Interview practice

- Email the team and ask for an informal chat about the job, prior to the interview
- Consider possible questions that might come up
- Reflect on experiences you have had so far
- Scenario- think about experiences you can apply to those
- Research the type of job.
 - The job description and person spec are good places to start. Also, the BPS handbook, Psychological Professions Network (PPN) website, the website/social media profile for the team etc
- What's going on in the world of psychology? E.g., diversity, working online, cost of living crisis- keep up to date
- Practice answering questions out loud - can record yourself or role play with others
- Knowing how much time you're going to spend preparing on your interview- looking after yourself in preparing, doing things that bring you joy outside of psychology

Preparing for an interview 2

Practical steps ahead of the day

- Location
 - Online (check wifi and background, MS Teams, Zoom, or other – download prog ahead of time)
 - In-person (NHS building or other), transport? Parking?
 - Arrive/log in early so that you have time to settle and ground yourself
- Clothes- comfort vs professionalism, culture, generation, client group
- What's safe and unsafe- your triggers, what are you comfortable talking about?
- It is good to know:
 - The team- what do they do, difficulties they work with, who's in the team, etc.
 - The trust- values? Mental health vs Physical health trust?
 - The role of the clinical/counselling psychologist in the team
 - Job spec & person spec
 - Check LinkedIn and consider contacting people

Preparing for an interview 3

During the interview

- It is ok to ask for the question to be repeated and/or ask to take notes
- Take a moment to think about the question and your answer before responding
- Share the points you want to make beforehand
- Answer the question fully, especially if there is more than one part to the question
 - Also consider aspects that are not directly asked in the question e.g., a question about client work could involve sharing aspects about how you used supervision, the outcome etc.
- Complete your answer, try not to feel rushed!

Looking after
yourself before and
after the interview

look after
yourself.



there is only one
of you.

Looking after yourself: Managing our anxiety and stress responses

- **Know your value**
Remind yourself what you would bring to the role
- **Be yourself**
You don't need to put on an act with the interviewers
- **Preparation is important but...**
Be careful to not over prepare
- **Do not expect perfection**
You will not be perfect and that's absolutely okay
- **Get a good night's sleep**
Decide how you want to spend the night before and the morning of the interview

Looking after yourself: Managing our anxiety and stress responses

- **Use techniques that have worked in the past**

i.e. grounding (DBT exercises), box breathing, using fidget toy, listening to your favourite song, prayer, mantras and others

- **It's okay to be nervous**

Nervousness is normal and most ,if not all, interviewers will be sympathetic to this

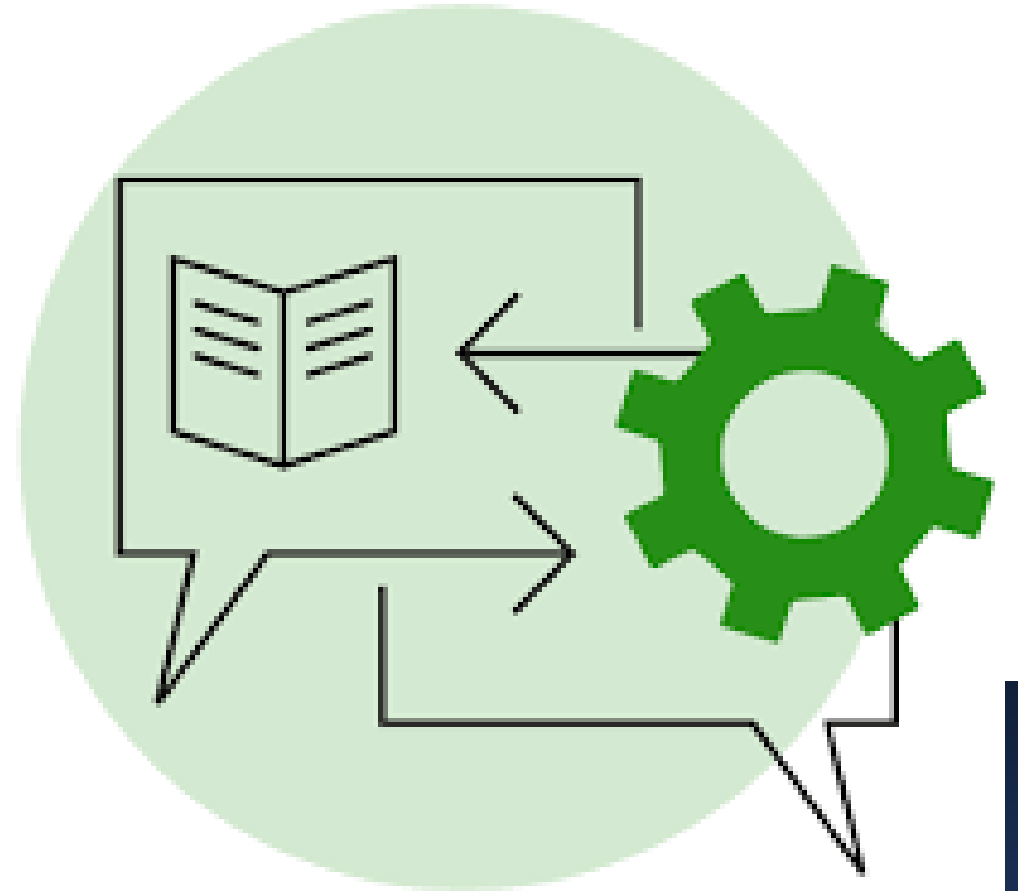
- **Remain hopeful**

You have the skills to be seen as a prospective candidate and life exists beyond the outcome of this interview

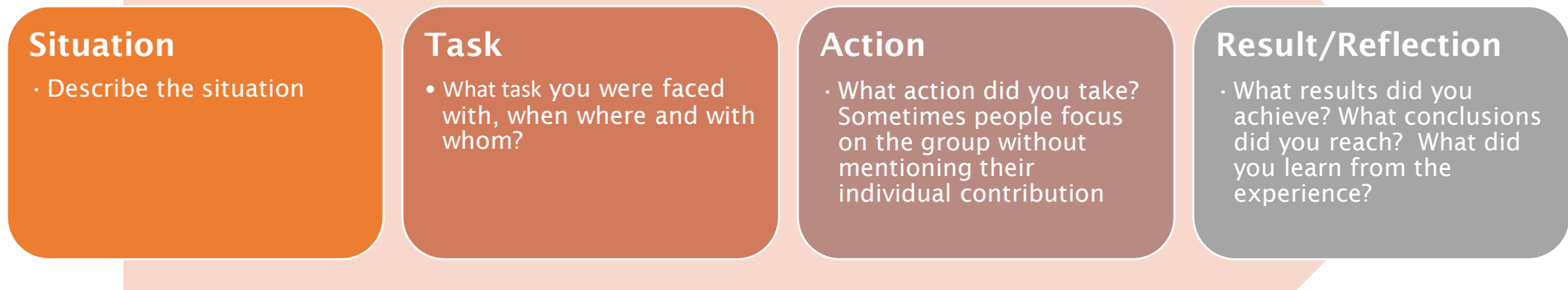
- **Interviews are a two-way street**

You are interviewing the interview panel too

Interview question frameworks/models



The Star framework

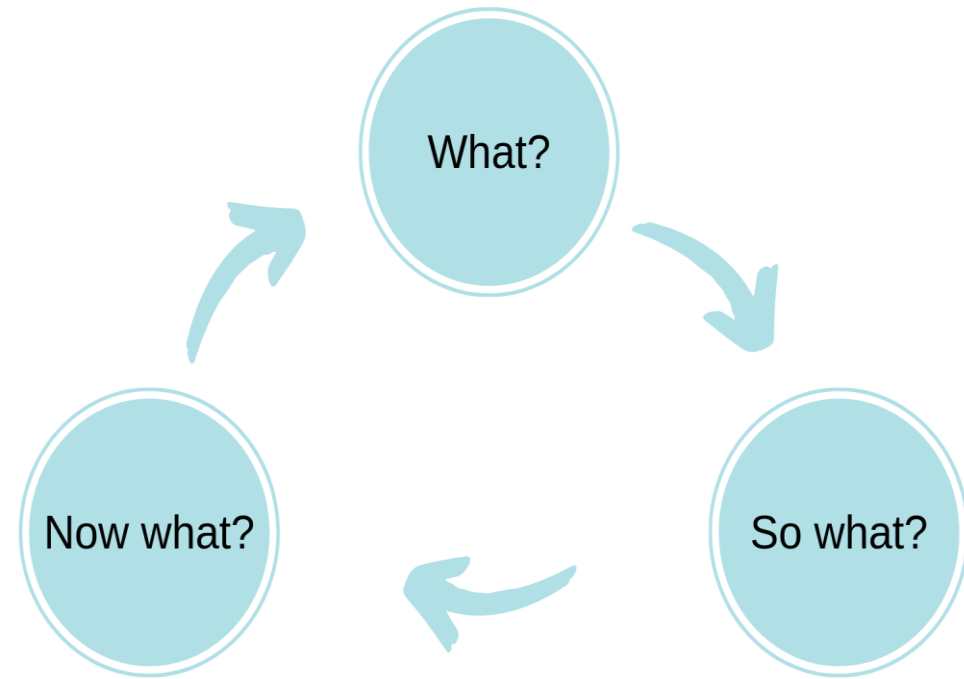


Useful for these types of questions:

- Tell me about a time when...
- Have you ever...
- Describe a situation...

What do you do when...
Give me an example of...

Rolfe's Reflective Model



Rolfe's Reflective Model

Descriptive level of reflection	Theory - and knowledge - building level of reflection	Action-orientated (reflexive) level of reflection
<p>What ... →</p> <p>↖ ←</p>	<p>So what ... →</p> <p>← ↙</p>	<p>Now what ... ↘</p>
<p>... is the problem/difficulty/ reason for being stuck/reason for feeling bad/reason we don't get on/etc., etc.?</p> <p>... was my role in the situation?</p> <p>... was I trying to achieve?</p> <p>... actions did I take?</p> <p>... was the response of others?</p> <p>... were the consequences</p> <ul style="list-style-type: none"> - for the patient? - for myself? - for others? <p>... feelings did it evoke</p> <ul style="list-style-type: none"> - in the patient? - in myself? - in others? <p>... was good/bad about the experience?</p>	<p>... does this tell me/teach me/imply/mean about me/my patient/others/our relationship/my patient's care/the model of care I am using/my attitudes/my patient's attitudes/etc., etc.?</p> <p>... was going through my mind as I acted?</p> <p>... did I base my actions on?</p> <p>... other knowledge can I bring to the situation?</p> <ul style="list-style-type: none"> - experiential - personal - scientific <p>... could/should I have done to make it better?</p> <p>... is my new understanding of the situation?</p> <p>... broader issues arise from the situation?</p>	<p>... do I need to do in order to make things better/stop being stuck/improve my patient's care/resolve the situation/feel better/get on better/etc., etc.?</p> <p>... broader issues need to be considered if this action is to be successful?</p> <p>... might be the consequences of this action?</p>

Gibb's Reflective Cycle



Gibbs' Reflective Cycle

Gibbs' Reflective Cycle

1. Description

What happened?
Keep it relevant, to the point
necessary background information.

6. Action Plan

If the situation arose again, what
would you do? Anything you need to
know, or improve?

5. Conclusion

What else could you have done?
What you learned?
What can you change in future?



2. Feelings

How did you feel?
What were you thinking?
(at the time + looking back)

3. Evaluation

How did things go? (Good + Bad)
Reactions from yourself + others
involved.

4. Analysis

What sense can you make of the
situation?
What might have helped?
What might have hindered?

Interview Questions

- Answers are scored- interviewer not just looking for an answer about what happened/ what should happen but also needs reflectivity- how it made you feel, what you took from this, how you would do it differently, etc.
- *Scoring: 0 – 3*
 - 0 = question not answered,*
 - 1 = very little information provided and question only partly answered,*
 - 2 = question answered in full,*
 - 3 = question answered in full and exceed expectations. Scoring will form part of the overall decision-making process when assessing a candidate's suitability for the role.*

Emmanuella's experience

- To further add to the story about the experience where I was asked to discuss a research paper. There was a system error which meant that I did not receive the email informing me to prepare for this. I must have been the first or second interview of the day and so I assumed it was my mistake and I had missed the email in my inbox/it went to junk without me realising, so I was afraid to say I do not recall receiving this as I did not want to seem as though I came unprepared. I then had to calm myself down because my heart rate immediately increased and I felt pounding in my chest (for me, the technique of deep breathes in and out works in these instances). Following the interview, I emailed the listed contact to say I was not aware of the question and my answers did not reflect my true research abilities. Thankfully, I did not have to wait long for a response, as when I was receiving my outcome the following day, I was informed that there was a system error and nobody received that email so it was removed from scoring.

Questions and Answers



Additional Resources

- Psychological Professions Network: Aspiring Psychological Professionals – <https://ppn.nhs.uk/east-of-england/ppn-communities/aspiring-psychological-professionals>
- Valued Voices Mentoring Scheme - <https://www.ucl.ac.uk/pals/valued-voices-mentoring-scheme>