What NOT to Say in an INTERVIEW



INTERVIEW WITH CONFIDENCE.

WORKBOOK

INTRODUCTION

Welcome! You're in the right place.

This workbook is your companion to help you communicate with confidence, professionalism, and purpose in every interview.

In the course, we'll explore the common things nurses say in interviews that can work against them—and what to say instead. You'll learn how to avoid common pitfalls, highlight your strengths, and clearly communicate the value you bring to any healthcare team.

Use this workbook to reflect, practice, and prepare. The more you apply what you learn, the more confidently you'll show up—and the closer you'll get to the opportunities you deserve.

WHAT YOU'LL GAIN:

CLARITY
Know exactly what to say—and what to avoid.

CONFIDENCE
Walk into every interview feeling prepared and self-assured.

CONNECTION
Communicate in a way that builds trust and leaves a lasting impression.

OPPORTUNITY
Position yourself for the career and impact you're called to have.



You already have so much to offer.
Let's make sure your next interview shows it.

Meet Your Instructor



Michelle Allis

LeadershipCoach | Mentor | Educator

For as long as I can remember, I have been passionate about helping others succeed.

Throughout my career, I have had the privilege of leading teams, mentoring professionals, coaching future leaders, and helping people discover strengths they did not always see in themselves. Some of my greatest rewards have come from watching individuals gain confidence, achieve goals, and grow into opportunities they once thought were out of reach.

Over the years, I have sat on both sides of the interview table. I have been the candidate hoping for an opportunity, and I have been the hiring leader responsible for selecting the right person for the job.

What I have learned is that many talented people do not miss opportunities because they lack experience, intelligence, or potential. They miss opportunities because they struggle to communicate their value effectively.

That is why I created What NOT to Say in an Interview. My goal is to help you avoid the mistakes that can quietly derail an interview and replace them with strategies that help you communicate with confidence, authenticity, and professionalism.

A Few Things About Me

- Diet Coke is my fuel of choice.
- I love coaching, mentoring, and helping others grow.
- I am passionate about leadership, professional development, and lifelong learning.
- I believe one conversation can change the trajectory of a career.

My Promise to You

Everything in this course is practical,actionable, and immediatelyuseful. No complicated theories. No generic interview advice. Just real-world strategies to help you communicate your value and present the best version of yourself.

The most successful interviews happen when preparation meets confidence. My goal is to help you bring both.

HOW TO USE THIS WORKBOOK

This workbook is designed to help you think before you speak—not memorize perfect answers.

1 **READ**
Learn what interviewers may be listening for behind the question.

2 **REFLECT**
Consider your own experiences, strengths, and examples.

3 **PRACTICE**
Write your answers, then practice saying them out loud.

4 **MAKE IT YOUR OWN**
Use the examples as guidance, not scripts. Your strongest answers should sound like you.

FROM YOUR COACH

Don't try to complete this workbook in one sitting. Work through it a section at a time, practice your answers out loud, and come back to the exercises as your interview approaches.



The goal isn't a perfect answer.
The goal is a prepared, confident, authentic one.

Module 1

YOUR WORDS MATTER

It's not just about what you say.
It's about how your words shape how you're seen.

Interviewers remember how you make them feel—
your attitude, your confidence, and your communication.



The right words can open doors.
The wrong ones can close them.

This workbook will help you recognize what to avoid,
choose your words with intention,
and leave a lasting, positive impression.

PAUSE & REFLECT

1. Why do you think your words are so important in an interview?

2. What do you hope an interviewer remembers about you?

3. How can you make sure your words reflect your best self?

Module 1

WHAT YOU SAY VS. WHAT THEY MAY HEAR



**It's not just what you say—
it's how it may be received.**

Even well-intended words can be misunderstood.
Awareness helps you communicate with impact.

WHAT YOU SAY		WHAT THEY MAY HEAR
"I'm not sure."	→	"I don't know what I'm doing."
"That's not my job."	→	"I'm not willing to help."
"I'll try."	→	"It's not a priority."
"I don't have any weaknesses."	→	"I'm not self-aware."
"I just need the opportunity."	→	"I'm not prepared yet."
"I worked on a team."	→	"What was your role, really?"
"I don't have any questions."	→	"I'm not interested."

PAUSE & REFLECT

1. Which of the phrases above might you use without realizing the impact?

2. What's one phrase you can reframe to communicate more positively?

3. How can you check in with how your words might be received?

Module 1

THE 3-SECOND PAUSE



Before you answer, take a breath and think.

A three-second pause gives you time to hear the full question, gather your thoughts, and choose your words.

You don't have to answer immediately.
A thoughtful pause can help you give a clearer, stronger answer.

Use the pause to listen fully, organize your thoughts, and give a response that shows you're prepared and professional.

STOP. | THINK. | SPEAK.

Pause. Consider your response. Then answer with intention.

PAUSE & REFLECT

1. Why is it important to pause before answering?

2. What can happen if you respond too quickly?

3. How can a 3-second pause improve your interview responses?

Module 1

THINK BEFORE YOU SPEAK



A few seconds of thought can change everything.

Before you answer, run your words through the THINK check.
It helps you respond with confidence—and leaves the right impression.

Good answers aren't just smart. They're thoughtful.

Use this simple filter to make sure your words reflect who you are and what you stand for.

T	**TRUE**	–	Is it accurate and honest?
H	**HELPFUL**	–	– Will it add value or help the conversation?
I	**INTENTIONAL**	–	Is it aligned with the message I want to send?
N	**NECESSARY**	–	Does it need to be said?
K	**KIND & PROFESSIONAL**	–	Is it respectful and appropriate?

PAUSE & REFLECT

1. Which part of the THINK check do you need to work on most?

2. Think about an interview answer you would change today.
What would you say differently?

3. What do you want to remind yourself to do before answering a difficult question?

Module 1

BE AUTHENTIC— AND PROFESSIONAL



Being authentic doesn't mean saying everything.

Share the right things in the right way, at the right time.

You don't have to pretend to be someone you're not.

Be honest.

Use real examples. Own your experiences.

Talk about your experience honestly and focus on what you learned from it.

Balance authenticity with professionalism.

You can be real and still be respectful.

Avoid oversharing, complaining, or saying things that don't add value. Keep your focus on solutions, growth, and how you can contribute.

BE AUTHENTIC—AND PROFESSIONAL

BE YOURSELF	BE MINDFUL	BE PROFESSIONAL
Let your personality come through. Be genuine and confident in who God created you to be, and trust the strengths He has given you.	Share the right things in the right way at the right time.	Speak with respect. Keep your answers focused, positive, and solution-oriented.

PAUSE & REFLECT

1. What does it mean to be authentic in an interview?

2. How can you share your experiences without oversharing?

3. What is one way you can balance being real and being professional?

Module 1

YOUR TURN: REWRITE THE ANSWER



Change the way you say it.
Change the way they hear it.

WHAT NOT TO SAY	WHY IT HURTS	SAY THIS INSTEAD
"I just need a job that pays well."		
"I didn't really like my last boss."		
"I don't have much experience, but I'm a fast learner."		

Practice rewriting your answers.
It's one of the fastest ways to build confidence.

Module 1

WHAT DO YOU WANT THEM TO REMEMBER?



Every interview leaves an impression.
You get to decide what they remember.
Think about the qualities you want the interviewer to walk away thinking about you.
Then consider how your words can show that.

A NOTE FROM THE COACH

You don't have to tell an interviewer you're hardworking, reliable, or a team player. Let your answers show them. The examples you choose and the way you talk about your experiences can say more about you than a list of strengths ever will.

QUALITIES I WANT THEM TO REMEMBER	HOW MY WORDS CAN DEMONSTRATE THIS
☐ Reliable	
☐ Hardworking	
☐ Coachable	
☐ Problem Solver	
☐ Team Player	
☐ Calm Under Pressure	
☐ Organized	
☐ Committed	
☐ Other: _____	

PAUSE & REFLECT

1. Which two or three qualities matter most for the job you're interviewing for?
2. Which quality do you want to be sure the interviewer remembers most about you?
3. What can you say (or do) in an interview that will leave that impression?

Module 1

BUILD YOUR MESSAGE USING STAR



Great answers have a structure.
STAR helps you stay focused and easy to follow.
Use STAR to organize your experience so your message is clear, confident, and memorable.

STAR		MY EXAMPLE
S	**SITUATION** Set the scene. What was the situation?	
T	**TASK** What was your responsibility?	
A	**ACTION** What did you do? What steps did you take?	
R	**RESULT** What happened? What was the outcome?	

PAUSE & REFLECT

1. Which experience do you feel best shows your skills for this role?
2. What result are you most proud of from this experience?
3. How can you make your STAR story even stronger?

Module 1

REFLECTION CHECK-IN



Take a moment to check in with yourself.
Growth happens when we pause and reflect.

1 What did you learn in this module?

2 Which words or phrases will you be more aware of now?

3 How will you use the 3-second pause in your interviews?

4 What area do you want to continue improving?

Module 1

YOUR TAKEAWAY



You've done the work in this module.
Now, take these lessons with you.
Use them. Practice them. **Let them show up in every interview.**

Think before you speak. Your words carry more weight than you think.

Pause before you answer. A few seconds can help you stay calm and in control.

Be authentic, but professional. Let your true self shine in the right way.

Use words that highlight your strengths. Show them what you bring to the table.

Practice makes confidence stronger. The more you prepare, the more ready you'll be.

You are preparing for more than an interview.
You are preparing for your future.

You already have what it takes.
Now, let your words show it.

Module 2

WHAT NOT TO SAY ABOUT YOUR CURRENT OR FORMER EMPLOYER



How you talk about past employers says a lot about you—your character, your attitude, and how you handle challenges.

In this module, we'll help you avoid the biggest mistakes people make when discussing past workplaces.

The goal is simple: Leave a positive impression and show that you're someone any team would want to work with.

IN THIS MODULE, YOU WILL:

1. Understand why it's important to be careful with your words.
2. Learn what not to say about your current or former employers.
3. Discover better ways to handle tough interview questions.
4. Practice responding in a positive, professional way.

QUICK REFLECTION

Why do you think employers pay close attention to how you talk about past employers?

How do you want to be remembered by the teams you've worked with?

Module 2

FROM THE OTHER SIDE OF THE TABLE



I'm sitting on the other side of the table, and here's what I'm thinking when you talk about a past employer:

- **How do you talk about others?** Your words tell me a lot.
- **How do you handle challenges?** I want to know how you respond when things aren't easy.
- **Are you solution-focused or problem-focused?** I'm listening for how you think and approach situations.
- **Will you be a positive addition to the team?** I need to know how you'll fit in and contribute.

QUICK REFLECTION

How do you usually talk about past employers?

How have you handled challenges in the past?

Do you tend to focus on the problem or the solution? Give an example.

What will you bring to a new team that will make a positive impact?

Module 2

WHAT TO SAY INSTEAD



How you talk about past employers matters. Negative comments can make you look unprofessional and raise red flags.

Here are better ways to say it.

These responses are honest, professional, and help you make a positive impression.

INSTEAD OF SAYING...	SAY THIS INSTEAD...
"My last boss was terrible." →	We had different working styles, and I'm looking for a place where I can contribute and grow."
"There was a lot of drama in that workplace." →	I'm looking for a positive, collaborative environment where the team works well together.
"I didn't get along with my coworkers." →	I work best in a team that communicates openly and supports each other.
"They didn't appreciate my work." →	I'm looking for a role where my contributions are aligned with the team's goals and recognized.
"I was overworked and underpaid." →	I'm seeking a role that offers the right balance of challenge, compensation, and growth.

QUICK REFLECTION

Which of the statements above have you said in the past?

How could you reframe them in a more positive and professional way?

What impact do you think your words have on the person interviewing you?

Module 2

HOW TO STAY PROFESSIONAL



Staying professional in an interview means choosing your words carefully and keeping the focus on you.
You don't need to share every detail about your past.
Instead, show that you are honest, take ownership, learn from experiences, and look ahead.
That's how you build trust and confidence with your interviewer.

FOUR WAYS TO STAY PROFESSIONAL

Be Honest.	Answer questions truthfully without sharing more than is necessary. Facts, not opinions, keep you credible.
Take Ownership.	Acknowledge your role in challenges or mistakes. It shows maturity and integrity.
Focus on Learning.	Share what you learned and how you grew. Employers value people who are always improving.
Look Ahead.	Keep the conversation about the future. Talk about your goals and how you can contribute.

QUICK REFLECTION

Which of these areas (honesty, ownership, learning, or looking ahead) do you find most challenging?

How can you show more professionalism in your answers during interviews?

What's one thing you can do this week to keep the focus on your future and your value?

Module 2

TALK ABOUT PAST EMPLOYERS PROFESSIONALLY



How you talk about a former employer tells the interviewer how you handle difficult situations, relationships, and change.

You can be honest without criticizing people or giving details that do not help your answer.

KEEP THE FOCUS FORWARD

1. STATE IT BRIEFLY	Give enough context to answer the question.
2. STAY RESPECTFUL	Describe the situation without blaming others.
3. SAY WHAT YOU LEARNED	Explain what the experience taught you.
4. LOOK AHEAD	Bring the answer back to what you can contribute next.

QUICK REFLECTION

What is one past-work situation you may be asked about?

How can you explain it without blaming or oversharing?

What do you want the interviewer to understand about you from that answer?

Module 2

YOUR TURN: REWRITE THE ANSWER



Change the way you say it.
Change the way they hear it.

Take a look at the answers below.
Then rewrite them in a way that shows professionalism, confidence, and the right mindset.

WHAT NOT TO SAY	WHY IT HURTS	SAY THIS INSTEAD
1. "I hated my last job."	Sounds negative and unprofessional.	
2. "They didn't train me at all."	Puts blame on others and shows a poor attitude.	
3. "I'm not sure if this is the right career."	Creates doubt about your commitment and focus.	

QUICK REFLECTION

Which of these answers do you struggle with the most?

What is one situation where you can use this new version in a real interview?

How does changing your words change the way others see you?

Module 2

TALK ABOUT YOUR PREVIOUS JOB PROFESSIONALLY



Before the interview, decide how you will talk about your previous role if it comes up.

The goal is not to avoid the truth. The goal is to answer honestly, professionally, and without getting pulled into unnecessary details.

THE SITUATION I MAY BE ASKED ABOUT

What happened? Keep it brief.

WHAT I WANT TO SAY ABOUT IT

Write the facts without blaming or criticizing.

WHAT I LEARNED

What did the experience teach you?

HOW I WANT TO MOVE FORWARD

What are you looking for in your next role?

Keep it factual. Keep it respectful. Bring the answer back to you.

Module 2

BUILD YOUR MESSAGE

You learned STAR in Module 1. Now use it to organize an answer about a past work experience.



Use this simple structure to help organize your answer.

S SITUATION	Set the stage. Give brief context.	
T TASK	What was your responsibility?	
A ACTION	What steps did you take?	
R	What was the outcome?	

APPLY STAR TO A FORMER-EMPLOYER QUESTION

What question about a past job could you answer using STAR?

How will you keep the Situation brief and spend more time on your Action?

How can your Result or learning show what you would bring to the next role?

Use the structure. Keep the answer yours.

Keep it focused. Keep it relevant. Keep it about you.

Module 2

REFLECTION



What's one thing you'll do differently in your next interview?

What's a word or phrase you want to stop using?

What's one strength you want to highlight more clearly?

Module 2

TAKEAWAY



Your words have power.

When you think before you speak,
you lead the conversation,
show your value,
and leave a lasting impression.

Remember this.

BE PREPARED. BE PURPOSEFUL. BE YOU.

You've got this!

Module 3

TOUGH INTERVIEW QUESTIONS

WHAT THEY'RE REALLY ASKING



Welcome to Module 3!

You've built a strong foundation—now we're going deeper. This module focuses on the tough questions that can make or break your interview.

You'll learn what interviewers are really asking, what not to say, and how to give answers that show confidence, character, and capability.

Preparation. Clarity. Confidence.

That's how you stand out.

Here's What We'll Cover

1. Handle conflict
2. Learn from mistakes
3. Manage tough situations
4. Communicate effectively
5. Work on a team
6. Show leadership
7. Stay positive under pressure

Quick Reflection

Before you begin, take a few minutes to think about yourself.

What are your greatest strengths? _____

What challenges have helped you grow the most? _____

What kind of teammate and leader are you? _____

What do you want this opportunity to lead to? _____

Module 3

HANDLE CONFLICT

"TELL ME ABOUT A TIME YOU HAD A CONFLICT WITH A COWORKER."



What They're Really Asking

Can you handle disagreement professionally? Can you communicate when things get uncomfortable? And can you work through a problem without blaming someone else?

Think Before You Speak

This is not the time to tell the interviewer about the worst coworker you ever had. Even if you were completely right, how you talk about that person tells the interviewer a lot about how you may talk about future coworkers.

Remember:
It's not about avoiding conflict.
It's about how you handle it.

A Strong Answer Includes

Briefly explain the situation.
Keep it short and professional.

Tell what YOU did.
Focus on your actions, not theirs.

Show how you communicated.
Share how you approached the conversation with respect.

Explain the outcome.
What happened as a result of your actions?

End with what you learned.
How has it helped you grow and handle conflict better?

Quick Reflection – Build Your Answer

Think of a time you had a conflict with a coworker.

What was the situation? _____

What was your role in the situation? _____

What did you do to address it? _____

What was the outcome? _____

What did you learn from the experience? _____

How will this make you a better teammate? _____

Module 3

LEARN FROM MISTAKES

"TELL ME ABOUT A TIME YOU MADE A MISTAKE AT WORK AND WHAT YOU DID."

They're not looking for perfection.

Everyone has made a mistake at work. The interviewer already knows that. What they want to hear is what you did when it happened.

How to Answer in a Way That Builds Trust

1. OWN IT

Be honest and take responsibility. Don't make excuses or blame others or the situation.

Say something like:

"I made a mistake when..."

2. FIX IT

Explain the steps you took to correct the mistake. Show that you act, not just talk.

Say something like:

"Once I realized it, I..."

3. LEARN FROM IT

Share what you learned and how it changed the way you work moving forward.

Say something like:

"Now I always..."

Think Before You Speak

Don't choose a mistake that makes you sound unsafe, dishonest, or careless. Choose something real that shows accountability and growth.

BUILD YOUR STORY

The mistake: What happened? _____

_____

What I did next: How did you handle it? _____

_____

What I learned: What did you learn from the experience? _____

_____

What I do differently now: How has this made you a stronger employee? _____

_____

Module 4

MANAGE TOUGH SITUATIONS



"TELL ME ABOUT A TIME YOU HAD TO HANDLE A DIFFICULT SITUATION AT WORK."

The situation doesn't have to be dramatic. They're watching how you handle it.

WHAT HAPPENED?	Give enough information to understand the situation. Don't spend half your answer explaining the problem.
WHAT NEEDED TO HAPPEN?	What was your responsibility? What needed to be protected, solved, or accomplished?
WHAT DID YOU DO?	This is the part that matters. Show how you stayed calm, communicated, made decisions, and took action.
HOW DID IT TURN OUT?	Give the result and tell them what you learned.
Think Before You Speak	Don't make the difficult situation the star of your answer. YOU are what they're listening for. They want to know what you did when things didn't go as planned.

BUILD YOUR ANSWER

What happened? _____

What needed to happen? _____

What did YOU do? _____

How did it turn out? _____

What did you learn? _____

Module 3

COMMUNICATE EFFECTIVELY

"TELL ME ABOUT A TIME YOU HAD TO COMMUNICATE SOMETHING IMPORTANT AT WORK."



It's not just what you said—it's how, when, and why.

They want to know that you can share information clearly, listen well, and adjust your approach to your audience.

What They're Really Asking

- Can you explain things in a way others understand?
- Do you listen first and speak with respect?
- Can you deliver difficult news in a professional and compassionate way?
- Do you keep people informed and avoid surprises?

What Good Communication Looks Like

Be clear. Don't make people guess what you mean.

Know your audience. How you explain something to a coworker may be different from how you explain it to a patient or leader.

Listen, too. Communication isn't just talking.

Choose the right time. The right message at the wrong time can still go badly.

Good communication builds trust—and trust builds teams.

Think Before You Speak

Don't say, "I just told them." That's not enough.
Show how you communicated, what you considered, and what happened.
Good communication builds trust—and trust builds teams.

BUILD YOUR ANSWER

The situation: What was going on? _____

Your message: What did you need to communicate? _____

Your approach: How did you communicate it and to whom? _____

The outcome: What happened as a result? _____

What I learned: What did you learn from the experience? _____

Module 3

WORK ON A TEAM

"TELL ME ABOUT A TIME YOU WORKED ON A TEAM TO GET RESULTS."



Teamwork isn't just working together—it's making each other better.

DON'T JUST TELL THEM YOU'RE A TEAM PLAYER. SHOW THEM.

What was the team trying to accomplish?	— Give a quick picture of the goal.
What was your part?	— What were you responsible for?
How did you support someone else?	— How did you help your teammates succeed?
What did you do when the team hit a challenge?	— Describe the obstacle and how you worked through it together.
What did you accomplish together?	— Share the result and the impact it made.

Think Before You Speak

Don't make it sound like you did everything.

Don't leave out the challenges—this is where they learn how you handle team dynamics.

Give credit. Real leaders lift others up.

BUILD YOUR ANSWER

The goal: _____

My role: _____

How I supported others: _____

_____

The challenge: _____

What I did: _____

The result: _____

What I learned: _____

Module 3

SHOW LEADERSHIP

"TELL ME ABOUT A TIME YOU STEPPED UP OR TOOK THE LEAD."



You don't need a title to be a leader.

Interviewers want to know if you notice what needs to be done, take initiative, support others, and follow through. Real leaders make things better for the people and the patients.

Leadership Shows Up in Everyday Ways

1. See the Need

You notice what's not working, what could be better, or who needs help. You pay attention and don't ignore it.

Leadership is about awareness, not titles.

2. Step Up

You take ownership. You make a plan, take action, and follow through. You don't wait for someone else to do it.

Leadership is about action, not permission.

3. Bring Others With You

You communicate, encourage, and support your team. You share the credit and help everyone succeed.

Leadership is about people, not recognition.

Think Before You Speak

Don't try to sound like the boss.

Don't make it about how great you are.

Real leaders lift others up and don't need all the credit.

Be honest and specific. A real example is more powerful than a perfect story.

BUILD YOUR ANSWER

What needed to be done? _____

Why did you step up? _____

What did you do? _____

How did you involve or support others? _____

What happened? _____

What did you learn about yourself as a leader? _____

Module 3

STAY POSITIVE UNDER PRESSURE



"TELL ME ABOUT A TIME YOU HAD TO STAY CALM AND POSITIVE DURING A STRESSFUL SITUATION."

Pressure will happen.
Your response is what matters.

Interviewers want to know if you can stay focused, think clearly, and keep a good attitude—especially when things get tough.

What They're Really Asking

- How do you handle stress and stay calm?
- Can you think clearly when things are busy or unexpected?
- Do you keep a positive attitude when the pressure is on?
- Are you someone others can count on when it's hectic?
- Will you help the team stay focused instead of adding to the stress?

A Strong Answer Includes

The situation. What was happening?

The pressure. What made it stressful or challenging?

Your mindset. How did you stay calm and positive?

Your actions. What did you do to keep things on track?

The result. What happened, and how did it turn out?

The impact. How did your attitude affect others?

Think Before You Speak

Don't complain. Don't blame others. Don't make it bigger than it was.
Focus on what you did, not what went wrong.
A positive attitude is contagious—your team and your patients will notice.

BUILD YOUR ANSWER

What was the situation? _____

What made it stressful or challenging? _____

How did you stay calm and positive? _____

What actions did you take? _____

What was the result? _____

How did it impact your team or patients? _____

What did you learn from the experience? _____

Module 3

PUTTING IT ALL TOGETHER

YOU DON'T NEED A PERFECT ANSWER. YOU NEED A PREPARED ONE.



You've got the tools. Now use them.

You've just worked through seven key areas interviewers ask about. You don't need seven different stories—you just need strong, real examples you can adapt.

The 7 Areas You're Ready For

1. Handle Conflict
2. Learn From Mistakes
3. Manage Tough Situations
4. Communicate Effectively
5. Work on a Team
6. Show Leadership
7. Stay Positive Under Pressure

YOUR INTERVIEW STORY BANK

List 2–3 real experiences you can use for several interview questions.

1.

Brief situation: _____

What I did: _____

Outcome / Result: _____

What I learned: _____

2.

Brief situation: _____

What I did: _____

Outcome / Result: _____

What I learned: _____

3.

Brief situation: _____

What I did: _____

Outcome / Result: _____

What I learned: _____

Think Before You Speak

Don't memorize your answers word for word.
Know your stories. Know what you learned.
Then answer the question naturally.
Be honest, be clear, and be yourself.
Your experience + your attitude = your value.

You've got this. You've done the work. Now go show them who you are.

Module 3

TAKEAWAY



You don't have to have the perfect answer.

You need to listen to the question,
take a moment to think, and answer honestly.

You've already lived the experiences
you're going to talk about.
You don't need to make them sound
bigger or better than they were.

Know your stories.
Know what you learned.
Know the value you bring.

Preparation builds confidence.
Confidence makes an impact.

You can't control every question
or every situation.
But you can control how prepared
you are and how you respond.
That's your advantage.

Think Before You Speak

Don't memorize. Prepare.

Don't perform. Be yourself.

Don't rush. Take a second and think.

BE PREPARED. BE PURPOSEFUL. BE YOU.

You've got this.

Module 4

YOUR TURN TO ASK

SHOW INTEREST. TAKE CONTROL. LEAVE A LASTING IMPRESSION.



Welcome to Module 4!

As the interview wraps up, you get the chance to turn the spotlight and ask questions that matter to you.

This is your opportunity to demonstrate engagement, gather important information, and show the interviewer you're already thinking like part of the team.

You'll learn how to ask smart questions, avoid common mistakes, and leave a strong final impression.

The right questions show you're serious. Make them count.

Here's What We'll Cover

1. Why asking questions matters
2. Types of smart questions to ask
3. Questions to avoid
4. Questions based on your priorities
5. Reading the room
6. Making your questions meaningful
7. Leave with confidence

Quick Reflection

What are you most curious to learn about in your next role? _____

What kinds of questions do you usually ask in interviews? _____

What's one question you want to make sure you ask next time? _____

How do you want the interviewer to remember you at the end of the conversation? _____

Module 4

YOUR TURN TO ASK



Good questions show you're thinking ahead.

Prepare Your Questions

Preparing thoughtful questions before your interview helps you make the most of your time and shows the interviewer that you're serious about the opportunity.

Start by thinking about...

- **What's most important to you in your next role?**
- **What do you want to know that will help you decide if this is the right fit?**
- **What will help you be successful if you get the job?**
- **What does the interviewer wish you had asked?**

Remember

Your goal is to have a real conversation,
not just get through a checklist.
Ask questions that matter to you.
This is your career too.

My Interview Priorities

List a few things you want to learn about in this interview.

Quick Reflection

What are 2–3 things you definitely want to learn about in this interview?

Module 4

YOUR TURN TO ASK

Ask With Purpose

The questions you ask can open the door to important information and help you leave a lasting, positive impression.



Curious. Confident. Intentional. That's the impression you want to leave.

Strong Questions to Ask

- What does success look like in this role?
- Can you describe a typical day or week for someone in this position?
- What are the most important qualities or skills you're looking for in the right candidate?
- What are the biggest opportunities or challenges facing the team right now?
- How would you describe the team I'd be working with?
- What do you enjoy most about working here?
- What are the next steps in the hiring process?

Questions to Avoid

- Questions you could easily answer with a quick online search.
- Don't make salary, benefits, or time off your first questions. There will be a time to talk about those.
- Anything negative about your current job or boss.
- Questions that are all about you and not the role.

Quick Reflection

Look at your list from Page 2.
Which questions will help you learn the most and show the interviewer you're engaged?
Choose 3–5 questions you plan to ask.

1. _____
2. _____
3. _____
4. _____
5. _____

Module 4

DELIVER YOUR QUESTIONS

HOW YOU ASK MATTERS JUST AS MUCH AS WHAT YOU ASK.



Prepare

- Review your top 3–5 questions.
- Put them in order of importance.
- Be ready to adjust based on the conversation.

Practice

- Read your questions out loud.
- Make sure they sound clear, confident, and conversational.
- Practice short follow-up questions too.

Keep It Natural

- Wait for the right moment—don't interrupt.
- Ask one question at a time.
- Use a friendly, confident tone.
- Listen to the answer and engage.

Bonus Tips for Virtual Interviews

- Make eye contact by looking at the camera.
- Speak clearly and at a steady pace.
- Have your questions written down in front of you.
- Don't read your questions word-for-word—use them as a guide.
- Engage just like you would in person.

Remember

The questions you ask matter.
They show that you came prepared, that you're interested, and that you're thinking seriously about the opportunity.

You're not just trying to get the job. You're deciding if this is the right job for you, too.

Quick Reflection

How will you make sure you ask your most important questions? _____

What can you do to stay calm and confident when asking questions? _____

What's one way you will show that you're truly interested? _____

How will you follow up after the interview if you think of more questions later? _____

Module 4

CHOOSE YOUR QUESTIONS



You have already learned what makes a strong question. Now choose the questions you actually want to ask.

Pick questions that help you decide whether the role, team, and expectations are right for you.

MY FINAL QUESTIONS

1. _____
2. _____
3. _____
4. _____
5. _____

Put your most important question first.

BEFORE THE INTERVIEW

- ☐ I know which questions matter most to me.
- ☐ I can adjust if the interviewer already answers one.
- ☐ I am ready to listen to the answer - not just ask the question.

Module 4

LEAVE CONFIDENTLY

HOW YOU END THE INTERVIEW CAN BE JUST AS IMPORTANT AS HOW YOU START.



Finish Strong

- Ask if they need any additional information from you.
- Reaffirm your interest in the role.
- Thank them for their time.
- End with a positive, friendly attitude.

Keep This in Mind

- Your last few minutes matter.
- Leave them with a good impression that lasts.
- Confidence, professionalism, and gratitude go a long way.

Remember

You can't control every question or decision, but you can control how you prepare, how you show up, and how you leave.

You did your best. Be proud of that—no matter the outcome.

Quick Reflection

Take a few minutes to reflect on what you've learned in this module.

What types of questions will you ask to learn more about the role and the team? _____

What questions will you avoid asking? _____

How will you read the room and make your questions meaningful? _____

What is one thing you want to do better in your next interview? _____

How will you leave the interview with confidence? _____

Module 4

PUT IT ALL TOGETHER



You've learned what to ask, what to avoid, and how to leave with confidence. Now it's time to bring it all together.

Your Interview Game Plan

What are 3–5 thoughtful questions you plan to ask during your interview?

1. _____
2. _____
3. _____
4. _____
5. _____

What are 3 questions you will avoid?

1. _____
2. _____
3. _____

How will you read the room and adjust your questions?

_____
_____
_____

What do you want the interviewer to remember about you?

_____
_____
_____

Final Encouragement

You've prepared. You've practiced. You've got this.

Walk in prepared. Be yourself. Ask questions that matter to you. And leave knowing you gave them a clear picture of who you are and what you can bring to the team.

You are one step closer to the right opportunity.

Module 5

FINISH STRONG



The end of your interview is just as important as how you started. Close with confidence, show appreciation, and leave a lasting positive impression.

In this module, you will:

- Learn how to close your interview with confidence.
- Express genuine interest and ask about next steps.
- Understand the importance of following up.
- Leave a positive, professional, and lasting impression.
- Know what to do before you leave the interview.

Why It Matters

The interview isn't over just because the questions are finished.

How you close matters. This is your opportunity to show that you're interested, ask about next steps, and leave a professional final impression.

Don't rush the ending.
Finish as strong as you started.

Quick Reflection

How do you usually close an interview? _____

What is one area you could improve at the end of an interview? _____

Do you know what you will say before you leave the interview? _____

Do you always send a thank-you message? If not, why? _____

What will you do within 24 hours after your next interview? _____

Module 5

HOW TO CLOSE THE INTERVIEW WELL



1 **THANK THEM FOR THEIR TIME.**
A simple, genuine thank-you goes a long way.

2 **LET THEM KNOW YOU'RE INTERESTED.**
If you want the job, it's okay to say that.

3 **ASK IF THEY NEED ANYTHING ELSE FROM YOU.**
Give them the opportunity to ask for additional information.

4 **ASK WHAT HAPPENS NEXT.**
Before you leave, make sure you understand the next step and when you can expect to hear from them.

5 **LEAVE THE SAME WAY YOU CAME IN—PROFESSIONALLY.**
Smile, thank them again, and finish with confidence.

Remember

Don't let the interview just fade out at the end.

Take a minute, thank them, show your interest, and find out what happens next.

Module 5

WHAT TO DO AFTER THE INTERVIEW



How you follow up after the interview matters.
These steps show you're professional and serious about the job.

Send a Thank-You Message

Send a thank-you email within 24 hours.

It doesn't need to be long or complicated.

Thank them for their time, mention something specific from the interview, and let them know you're still interested in the position.

Keep it short. Make it personal.
Proofread it before you hit send.

Sample Thank-You Email

Subject: Thank You

Dear [Interviewer's Name],

Thank you for taking the time to meet with me today. I enjoyed learning more about the position and your team.

I especially appreciated our conversation about [something specific you discussed]. After speaking with you, I'm even more interested in the opportunity.

Please let me know if you need anything else from me.

Thank you again for your time.

Sincerely,

[Your Name]

Post-Interview Checklist

- ☐ Take a few minutes to reflect on how the interview went. .....
- ☐ Write down key points from your conversation. .....
- ☐ Follow up on any items they asked you to provide. .....
- ☐ Send your thank-you email within 24 hours. .....
- ☐ Continue looking into the organization and the role. .....
- ☐ Keep applying and don't give up. .....
- ☐ Stay positive and keep your confidence. .....

Module 5

WHEN TO FOLLOW UP



You sent your thank-you email.
Now you're waiting. Here's how to know when and how to follow up.

If They Gave You a Timeline

If they gave you a timeline,
give them that time before you follow up.

If They Didn't Give a Timeline

Wait about 5–7 business days.
Then send a short, professional email asking if there are any updates.

Only Follow Up Once

One follow-up is enough.
You want to show you're interested, not pushy.

Keep Moving While You Wait

Don't stop your job search because one interview went well.
Keep applying until you have an offer.

Sample Follow-Up Email

Subject: Following Up

Dear [Interviewer's Name],

I hope you're doing well. I just wanted to follow up and see if there are any updates regarding the [position].

I'm still very interested in the position and wanted to check in on the next steps.

Please let me know if you need any additional information from me.

Thank you for your time!

Sincerely,

[Your Name]

Stay Ready While You Wait

- [ ] Respect the timeline they gave you.
- [ ] Follow up once if you haven't heard back.
- [ ] Keep your email short, polite, and professional.
- [ ] Continue applying to other positions.
- [ ] Be prepared in case they call with good news.
- [ ] Keep preparing while you wait.

Module 5

MY CLOSING PLAN



A good ending leaves a lasting impression.
Use this page to create your plan for closing the interview, following up, and staying ready while you wait.

Before I Leave

What do I want the interviewer to remember about me?

.....

.....

What I'll Say

How will I thank them and let them know I'm interested in the position?

.....

.....

Before I Walk Out

What do I need to ask about next steps or the timeline?

.....

.....

After the Interview

When will I send my thank-you email? .....

When will I follow up if I don't hear back? .....

What will I be doing while I wait?

.....

.....

> **You don't need a perfect ending. You need to be prepared, professional, and clear about your interest.**

Module 5

BEFORE YOU WALK INTO YOUR NEXT INTERVIEW...



You've done the work. Now it's time to use it.
Take one last look at your plan, walk in with confidence, and finish strong.

Final Interview Check

Before you walk in the door, make sure you can say "yes" to these:

- _____ I know what I want them to remember about me.
- _____ I know the examples I want to use.
- _____ I have questions I actually want answered.
- _____ I know how I want to close the interview.
- _____ I'm ready to be myself and have the conversation.

One Last Thing...

When I walk into my next interview, I want to remember:

.....

.....

.....

.....

You've prepared. You've got a plan.
Now go have the conversation and make your impact.

Module 6

YOU'RE READY: YOUR INTERVIEW GAME PLAN



You've put in the work. You've practiced.
You've got a plan.

Now it's time to bring it all together.

This module is your interview game plan.

You'll take what you've learned and decide what you want to say, what examples you want to use, what questions you want to ask, and what you want the interviewer to remember about you.

Write it down. Practice it. Then make it your own.

Before You Begin...

Think about your next interview.
When that interview is over, what do you want the interviewer to remember about you?

.....

.....

.....

This is your plan.
Make it sound like you.

Module 6

BEFORE THE INTERVIEW



What you do before the interview sets the tone for how you show up.

Use this page to make sure you're ready before you walk in.

Before You Walk In

Before your interview, make sure you can say "yes" to these:

- _____ I know what I want the interviewer to know about me.
- _____ I have 2–3 examples I feel confident using.
- _____ I know the questions I want to ask.
- _____ I've planned how I want to start and how I want to close.
- _____ I'm ready to be myself, listen well, and have a real conversation.

My Focus

What is most important for you to focus on heading into this interview?

.....

.....

.....

.....

Remember... | You don't need perfect answers. Be prepared, be yourself, and talk about what you know and what you've done.

Module 6

DURING THE INTERVIEW



You prepared. Now have the conversation.
Be present, be yourself, and let your experience speak for you.

While You're Sitting There...

- Listen to the whole question before you answer.
- Take a second to think. You don't have to start talking immediately.
- Answer the question they asked. Don't talk around it.
- Use real examples. Tell them what you did, not just what your team did.
- If you don't understand the question, ask them to repeat or explain it.
- If you don't know something, don't make something up.

If I Get Stuck...

What will I remind myself to do?

.....

What can I say if I need a moment to think?

.....

What can I say if I don't understand the question?

.....

Listen. Think. Then answer.

Module 6

TALKING ABOUT YOUR EXPERIENCE



You already have your examples. Now make sure you can talk about them in a natural, confident way.

Know Your Examples

You don't need to memorize an answer word for word.

Know:

- What happened.
- What **YOU** did.
- Why you made that decision.
- What happened as a result.
- What you learned from it.

The Bottom Line

They want to know what you did, how you think, and what kind of team member you will be.

The Examples I Want Ready

A time I handled a difficult situation:

A time I solved a problem:

A time I worked through conflict or a communication issue:

Don't Forget

If they ask a question that doesn't fit the example you planned to use, **don't force it.** Listen to what they're actually asking and choose the example that answers the question.

Know your examples. Don't memorize them.

Module 6

ANSWERING TOUGH QUESTIONS



Some questions will be easy.
Some will make you stop and think.
You can handle them.

When You Don't Know

- It's okay to say, "I'm not sure."
- Then tell them how you would find the answer.
- They are not expecting you to know everything.
- They want to know how you think and what you would do.

If It's a Curveball

Take a breath. You don't have to answer right away.

You can say:

- "That's a good question. Let me think about that."
- "Can you say more about what you're looking for?"
- "Let me answer it this way..."

What They're Really Looking For

How you think through things

How you communicate

How you handle challenges

How you treat people

My Game Plan

When I don't know the answer, I will say:

.....

If I need a moment to think, I will say:

.....

If I don't understand the question, I will say:

.....

Remember... | Stay calm. Be honest. Show how you think.

Module 6

HOW YOU SHOW UP



Your answers matter, but so does how you handle yourself during the interview.

Remember

- Be professional, but be yourself.
- Listen before you answer.
- Don't pretend to know something you don't.
- Talk about your team respectfully.
- If you've made a mistake, own it and explain what you learned.
- Let them see how you communicate and work with people.

What Do I Want Them to See in Me?

As a nurse:

.....

As a teammate:

.....

When things get difficult:

.....

Quick Reminders

- You don't need to be perfect.
- You just need to be honest.
- It's okay to take a second to think.
- Breathe and slow down if you need to.
- You've prepared. Trust that.

Before I Walk Out...

What three words do I want the interviewer to use to describe me?

1. .....
2. .....
3. .....

You don't have to prove you're perfect.
Let them see how you work.

Module 6

YOUR INTERVIEW GAME PLAN



You've done the work.
Now put your plan in one place.
Walk in confident. Leave with no regrets.

What I Want Them to Remember About Me

_____

_____

_____

The Examples I Want Ready

1. _____
2. _____
3. _____

The Questions I Want to Ask

1. _____
2. _____

What I Need to Remember If I Get Nervous or Stuck

_____

_____

_____

How I Want to Show Up

- Be myself. Be respectful.
- Listen first.
- Think before I speak.
- Use my examples.
- Talk about my team and others with respect.
- Own my mistakes and what I learned.
- Let them see how I work with people.

My Plan When Things Don't Go as Expected

_____

_____

_____

How I Want to Close the Interview

_____

_____

_____

This is your plan. | Don't memorize it. | Know it. | Practice it. | Make it sound like you.

You're READY.



You've done the work.
You've thought about what you want to say.
You've practiced your examples.
You know what you want them to remember about you.

Now go have the conversation.

A Note From Your Coach

I created this workbook because I've seen good nurses walk into interviews and struggle to explain what they bring to the table.

You know more than you think you do. You have experiences worth talking about. The key is being prepared enough to talk about them clearly without trying to give the "perfect" answer.

Take what you've practiced here and make it your own. Be professional. Be honest. And let them see the nurse you are.

You've got this.

Michelle

THINK BEFORE YOU SPEAK.

PREPARE. SPEAK. IMPACT.