

#2— Interviews with Healthcare Professionals

These informational interviews will provide deeper-than-data insight into the Healthcare industry in your region and will inform the careers you choose to highlight for students, the career pathways and educational offerings you present.

Instructions

1. Identify three Healthcare professionals in your network as potential interviewees. These can include:
 - Your personal Tier 1 network: friends, family members, neighbors, and acquaintances who are experienced Healthcare workers.
 - Your personal Tier 2 network: contacts of friends, work colleagues, family members, neighbors. Healthcare is a huge employer across the state. Casting a wide net by mentioning to friends, colleagues and family members that you are looking for experienced healthcare professionals with whom to conduct brief informational interviews will almost certainly yield some potential interviewees.
 - Places of business: Healthcare facilities that you use, healthcare facilities in your local area, new healthcare facilities. These may include hospitals, nursing homes, pharmacies, out-patient facilities and medical labs.
 - Interviewees should have several years of experience working in Healthcare. Management-level professionals are ideal, but others with several years of experience are good too.
 - You may want to take notes on the attached worksheet, taken from a CareerKit activity for students, attached.
2. Request a brief informational interview. Explain that you are working on creating career exploration lessons for adult literacy/ESL students, and you would like to speak with them for approximately 15 minutes about working in the Healthcare field. (See sample interview questions below on the following page.)
3. Conduct the interview, taking notes on relevant information that you might later share with programs, program managers, teachers or case managers. The goal of the conversation is to find out about entry-level careers that are plentiful in healthcare in your area, paths for advancement, and local educational requirements and opportunities that can prepare students to work in these positions.

CUNY CareerKit Adaptations: Healthcare

- * Consider bringing two students with you. They can learn how to conduct informational interviews, discuss their experiences with the class and practice note-taking.
4. The following questions can serve as a guide to your conversation. By all means ask additional and follow-up questions to get the most out of the discussion. If any students attend the interview, you may want to assign them particular questions to ask, or have them observe one interview before participating in a later one.
 - How long have you worked in the healthcare industry and how did you get started?
 - Can you describe the careers/jobs that comprise your business?
 - What services does your business provide?
 - Who are the people your business serves?
 - What are entry-level positions in your business?
 - How much do these entry-level positions generally pay?
 - Do entry-level employees generally work independently or collaboratively?
 - What is the potential for advancement in this business?
 - What is the potential for advancement in the broader industry?
 - What degrees, certificates and/or training are the best to have to break into the healthcare industry or into specific jobs?
 - Can you recommend any specific educational or job training programs that are good preparation for these or similar positions?
 - What are the workplace expectations in your business? How does this compare to other businesses in healthcare?
 - Do you have any interviewing recommendations for applicants?
 - What is the most challenging thing about working in this business? Why?
 - What is your favorite thing about working in this business? Why?
 - What do you look for in new hires?
 - What has led you to promote individuals in your business?
 5. Review your interview notes and synthesize the information. Try to piece together a big-picture understanding of the Healthcare sector in your area, including entry-level and mid-level positions and reputable educational and training programs.
 6. Using notes from all interviews, summarize what you learned from the Healthcare professionals you interviewed on the **Sector Interview Summary** form posted on CollectEd.