**MMI Video Feedback: Acting Station**

In the Centre for Career Action we have done extensive research on the interview process for graduate and professional schools and have compiled feedback notes for this scenario. Refer to the tips, models, website links, and book resources in CareerHub to prepare for your interview.

This applicant did a great job at using both open and closed ended questions when they were appropriate to find out specific information, or to get ALEX to open up. The applicant used closed questions to get a response “Do you feel trapped in here? In your room?” when Alex needed to hear that someone understood.

The applicant listened attentively and made eye contact with ALEX. She was helpful to ALEX by giving suggestions and reminding her that balance between school and friends is important, but didn’t jump in to solutions too quickly; she waited to hear the whole story and made Alex feel comfortable first before trying to solve the issue. Alex seemed to just need to talk – not hear advice.

The applicant was also not afraid of silence. She waited it out, and gave Alex space. Even when the applicant was taken aback by Alex’s anger, she stepped back, paused, controlled her facial expressions, and re-grouped. Instead of jumping in with more talking or a solution, she used body language and facial expressions to gain trust and make Alex feel comfortable. Alex eventually opened up.

It is important to demonstrate empathy/compassion in this type of scenario. In general for any type of health care profession it is expected that applicants have these qualities and that they can convey them. In this scenario, the applicant did that through her voice tone, body language when she leaned in, her facial expression and the choice of words she used.

Although not shown in this video, remember that when you enter the room, you must be in character right away. You are taking on the role immediately.

In terms of improvement, the candidate brought up the dishes a bit too soon. They really aren’t that important in this scenario. Alex’s feelings and hidden issues are the real concern. After speaking with Alex longer, and hearing about her stress and family issues, she could have asked Alex if these reasons were why dishes were everywhere in the room, instead of accusing her, or making it a roommate issue, insinuating that everyone was upset with Alex. As well, bringing up the dishes a second time may not have been such a good idea. Using humour is risky, even when trying to cheer someone up. In this case, Alex is dealing with some serious issues and feelings and may be looking for support, not necessarily cheering up.

**It’s important to note that there is not one right answer to this question. Many aspects of an MMI interview are evaluated. We shared some things that we saw this candidate do that would be considered an excellent demonstration of the soft skills interviewers are looking for, as well as a few areas that could use improvement.**