

Post-Baccalaureate Health Professions

Multiple Mini Interviews



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Topics

1. Introduction to the MMI format
2. Strategies for responding to typical MMI questions/encounters



Introduction to Multiple Mini Interviews

Why Multiple Mini Interviews?

Intention is to improve fairness in interview process:

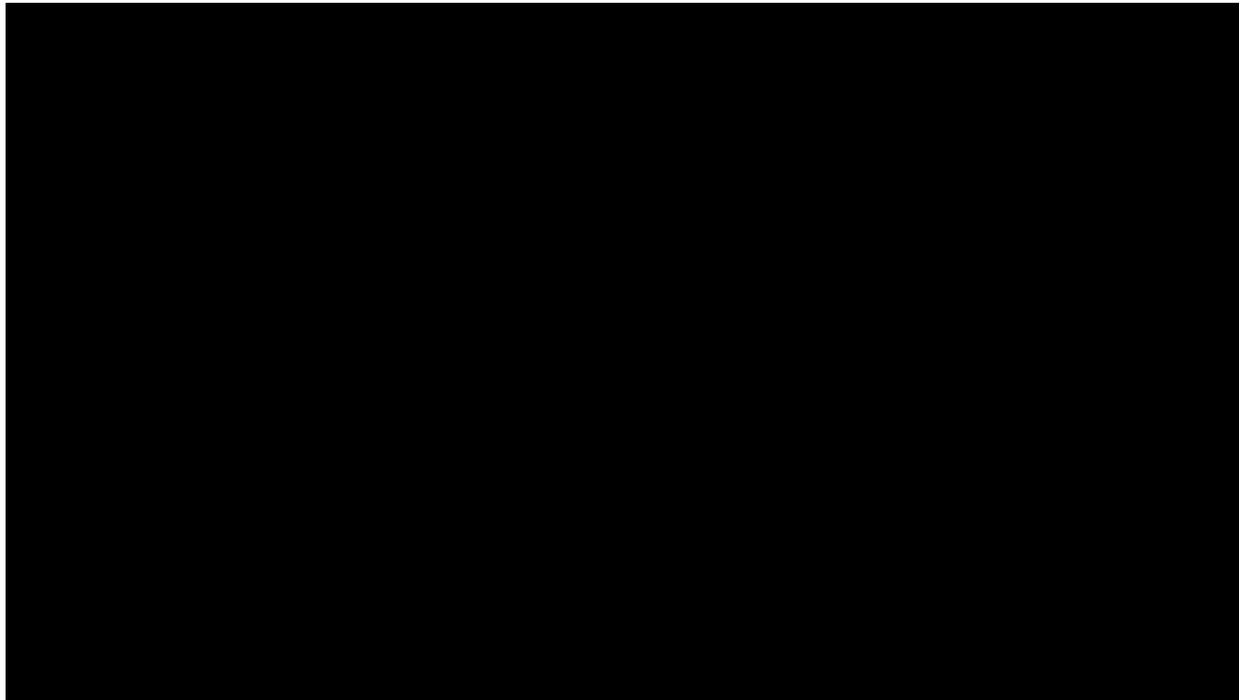
- Each interviewer assigned to just one interview prompt. They hear (and rate) every interviewee's response to the same prompt.
- Gives introverts the time they need to think prior to responding to the prompt (in contrast, traditional interview formats give an advantage to extraverts)
- If an interviewee flubs the answer to one question, they get many more opportunities to shine at the other stations

Typical Format

- 8-10 stations
 - 2 minutes to read each station's prompt and organize your thoughts
 - 6 to 8 minutes to answer the question



Introduction to Multiple Mini Interviews



Video clip courtesy of Virginia Tech Carilion School of Medicine



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Introduction to Multiple Mini Interviews

Types of stations:

1. Scenario involving an ethical dilemma
2. Role play with an actor (situation with internal tension)
3. Hands-on activity with a partner or small group
4. Station with a writing prompt
5. Traditional interview question
6. Behavioral interview question (STARR technique)



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Scenario Involving an Ethical Dilemma

Refer to our suggested framework in the Tips for Responding to Ethical Dilemmas video:

- Empathize with the people in the situation
- Name the decision you're being asked to make
- Consider the situation from multiple points-of-view
- Check in with your gut reaction, but then identify missing information
- Describe how you would gather more information
- Identify and discuss some options: pros/cons/likely outcomes/contingencies
- Finally, state your preferred course of action and summarize why you chose that one

Note:

- A complete answer should take 5+ minutes, so you will have time to address **all** of the points in the suggested framework. The interviewer may or may not have follow-up prompts.

Example (courtesy of the University of Calgary)

You live in an apartment complex with a state-of-the-art facility available to the tenants. The door to the fitness facility is locked with a numerical keypad to prevent non-tenants from using the facility.

Your best friend from childhood, a single mother, asks for your code so that she can get back into shape.

What do you do?



Role Plays

Example (courtesy of McMaster University):

Your company needs both you and a co-worker, Sara, who is a colleague from another branch of the company to attend a critical business meeting in San Diego. You have just arrived at Sara's house to drive to the airport together. Sara is waiting for you inside.

Background information that was given to the actor who is playing Sara (but that you won't know until you walk in):

- Sara is terrified to travel on airplanes due to a traumatic incident that occurred many years ago. She hasn't been on a plane in over a decade and isn't sure she can go through with this trip. She is panicking.

Role Plays

1. Establish a warm, caring, and respectful connection

- Create psychological safety: show that you care about them and their experience
- Listen more than you talk
- Note: there may be a “scenario behind the scenario” that the actor will bring up if you show up as a caring and engaged listener

2. Seek to understand their experience. Be curious. Ask thoughtful, open-ended questions:

- What matters to them?
- What are their fears? Take their concerns seriously.
- What limitations do they need to work within? (Personal, social, logistical, economic, etc.)
 - Show that you respect their worldviews and autonomy
- For medical scenarios, check with them to ask if they understand their situation.



Role Plays

3. Reflect back what you are hearing and validate their experience

- Summarize what you are hearing them say, checking that you understand: “What I’m hearing you say is _____. Did I get that right?”
- Empathize with the emotional side of their experience: “It makes sense that you are feeling that way [name the emotion].”

4. Serve as a facilitator to help them explore options and make decisions

- Ask questions that will help them them identify possible options
 - You may find that you have some suggestions to make, but primarily focus on helping the other person identify options and then talking them through together
- Consider pros/cons/likely outcomes together
- Potential responses if they propose a less-than-ideal approach:
 - “Given what you’ve told me about your goals (or concerns), I’m not sure that approach is going to give you the outcome you’re hoping for. What if we were to consider ___ instead?”
 - Or, “Can we talk more about that? What is worrying you?”



Hand-On Activities

Example 1:

You and an interviewer are sitting at a table. On the table, there is a box covered in wrapping paper. Your job is to instruct the interviewer on how to unwrap and open the box, using only your words.

Parameters:

- The interviewer will use no assumed knowledge; they will follow each of your instructions literally.
 - For example, if you say “lift up that flap,” the interviewer may lift the wrong flap.
 - If you say, “turn the box around,” they may turn it in the wrong direction.

Example 2:

You are assigned to a group of three interviewees. Your group is given marshmallows and a bag of uncooked spaghetti and are asked to build the tallest tower you can create.

Hand-On Activities

What they're looking for:

- Clear and specific communication
- Stepwise problem-solving
 - The process is more important than the outcome
- Warmth, positivity, composure, and professionalism
 - Even when things get awkward!
- Flexibility and adaptability
 - The ability to roll with missteps and adjust your approach accordingly

If this is a group activity with fellow interviewees:

- Intentionally strike the balance between contributing your own ideas and building on others' ideas
- Create space for quieter group members to participate
- Engage with a spirit of teamwork, encouragement, and camaraderie





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