

GPD Recruitment's ORAL BOARD TIP GUIDE

**A QUICK REFERENCE GUIDE TO HELP YOU
STAND OUT FROM THE CROWD!**



You made it to Oral Boards. Now what?

By GPD Recruitment

Congratulations! You've made it to the Oral Board Interview step of the testing process and are ready to shine. The problem is, you've never taken an oral board exam before or if you have...you haven't performed at your best.

Have no fear Glendale Police Department hopeful, this handy guide has been developed to help answer your questions about oral boards in general and what you should and should not do during your interview.

So, what is it? An oral board is a sit down, formal interview in front of a panel of usually two to three police officers. The interview is timed (30 minutes) and you will be asked several questions ranging from your experience and knowledge to 'what would you do' scenario-based type questions. You will be provided with a binder that contains the questions you will be asked so you can follow along. If you don't understand a question, ask for it to be repeated.

Don't be afraid to re-read the question or to take a moment to collect your thoughts about the question before answering to ensure you provide a complete response.

What should I bring? You only need to bring your background packet the day of the interview as all of your personal documentation (birth certificate, diplomas, etc.) will be viewed at a later date during your background interview.

Now, without further ado, follow these eleven tips to give yourself the best possible chance for oral board success!



TIP #1 DRESS FOR SUCCESS!



Business attire works **extremely** well and presents a professional and authoritative image. Men should wear a suit and tie and women a business pant suit or dress suit. Take the time the night before your interview to select everything that you are going to wear from head to toe. Make sure that every item in your ensemble looks clean and pressed. There's nothing worse than showing up for your interview looking like you ironed your clothes with a rock! You only get one chance to make a first impression and trust us, the panel will notice.

In terms of grooming, men should be well kempt. Comb your hair and be clean shaven. Females should also take the time to present in a clean, professional manner.

Be very conservative with your hairstyle and keep it professional.

Be cautious of too much makeup and again, err on the side of conservative. Both men and women should be mindful of too much cologne and/or perfume as to not overpower the panel with your aroma.

Conversely, don't forget your deodorant prior to leaving for the interview and bring along a breath mint or two to eat just prior to meeting the panel.

Limit all jewelry to the basics and don't wear anything too flashy as to distract the panel during your interview. The last thing you want is to have the panel focusing on your bright, shiny new watch or bracelet and NOT on what you are saying!

REMEMBER: You're trying to get a job...you're not going to the club or on a date. Be professional in everything you do!

TIP #2 RESEARCH THE ORGANIZATION!



It is **strongly** recommended that you study the website of any organization you wish to apply to. Do you know the leadership in place such as who the current Chief of Police is? How large is the department? How many officers work there? What are the organizational values and the mission statement? Why do you want to work for the agency (*like a real reason not just what you think sounds good*)? Our website is a wealth of information and should absolutely not be overlooked or skipped. www.BeGPD.com

Also, research the City of Glendale website and learn more about the city itself to include landmarks, current events within the city and everything that makes Glendale special. Do your homework now, so you don't have to guess when asked later! www.glendaleaz.com



GIVE YOURSELF PLENTY OF TIME!

TIP #3 BE EARLY!



It is **always** a good idea to show up early for things and 15-20 minutes prior to the start of your oral board should do the trick. In addition to signaling the strong desire you have to obtain the position; it also lets you show off those very impressive time management skills of yours without saying a word. Furthermore, when you show up early, you give yourself that all important last opportunity to visit the restroom for a wardrobe/appearance check so you can make sure everything about you looks sharp, presentable, and ready to go.

In preparation for arriving early, make sure to enter the address of the testing location into your favorite navigation system ahead of time so you can learn which route is the fastest and which route will be your backup in case of construction or heavy traffic.

Typically, our oral board testing takes place in the afternoon so you shouldn't have to worry about sleeping in but may want to allot some '*just in case*' minutes to your plan so you don't have to run inside.



Make sure to allot extra time for traffic, getting lost, lack of parking, the walk to the building or any other possible obstacle you may encounter along your way to the interview. If you find yourself running late - don't panic...simply call or email!



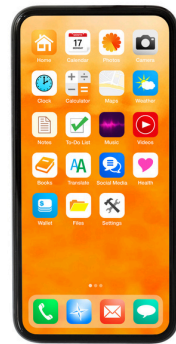
IF YOU CAN'T MAKE IT - CALL OR EMAIL!

TIP #4 AVOID NO-SHOWS!



Once you are scheduled for testing, it is always best to follow through by attending each and every phase of the testing process. If, for some unavoidable reason, you are unable to attend, then follow up with a phone call or email to explain why you can't make it or missed it. No shows are very unprofessional and will reflect poorly on you.

TIP #5 AVOID DISTRACTORS!



A ringing cell phone, yes even on vibrate or silent, can massively throw you off your train of thought and can be a major distraction to the panel members as well. You don't want anything to distract them or you from what you're trying to say! Your best bet is to turn your cell phone completely off prior to checking in so you can avoid being distracted later.

Same thing goes for any type of good like charm like a bracelet, ring, or keychain. If you just leave them in your car, you can't distract the panel by playing with them later when you're answering questions.

Lastly, don't bring any writing implements or paper for notes. You will not be permitted to use them.



LOOK AT EACH MEMBER OF THE PANEL WHILE TALKING



THINK MORE BRUCE BANNER, LESS HULK.

TIP #6 MAKE EYE CONTACT!

You will be sitting across from multiple individuals who want to get to know you. This is an opportunity to not only tell them, but to show them!

Maintaining good eye contact shows confidence and maturity and may be the difference between passing or not. Make sure not to focus on just one panel member, even if they were the one to ask the question.

TIP #8 DON'T BE AFRAID TO SMILE!

A wide and genuine smile upon entering is not only acceptable but shows the panel the potential of an applicant's willingness to provide customer service to the community he/she will serve. Having very good interpersonal communicative skills is an important part of working as a law enforcement officer as you will be called upon to converse with many different people daily.



TIP #7 SHAKE HANDS WITH EVERY PANEL MEMBER!

A good, firm handshake when you enter the room is a must, along with another at the completion of your oral board is widely considered both acceptable and professional. **Do's:** Shake every panel members hand and introduce yourself. **Do not's:** Give a limp (*dead fish*) handshake or conversely, crush the hand of a panel member with a Hulk-like grip. If you're unsure about your grip strength...practice your handshake with friends and family members to get their opinions.

TIP #9 BE CONFIDENT YET PROFESSIONAL!

Avoid fidgeting or using distracting verbal fillers such as, "umm", "uuh", "and stuff like that", or "ok". When asked a question, take a deep breath and think about your answer before saying anything. Do not be afraid to ask the panel to repeat a question. The panel would much rather prefer you fully understand the question before you make a mistake and miss key elements of the required answer. Keep your feet firmly planted on the floor, sit up straight and avoid rocking in your seat or bouncing your legs.



TIP #10

KNOW YOUR ACCOMPLISHMENTS!

Don't assume that the oral board panel will know all about you and your achievements simply because you included them on your resume or application. More often than not, the panel members, who typically have a full slate of interviews ahead of them, rarely have an opportunity to review an applicant's resume or application prior to the interview so they have no idea who you are or what you have done. It is up to you to mention these accomplishments on your own and you shouldn't be afraid to do so either. Despite the discomfort of 'tooting your own horn' it allows the panel members to see your willingness to be upfront in the community and it shows you care.



BE YOURSELF!

You are who you are...never stop being that person! Do not try to fit some preconceived notion of what you think we are looking for. The real you is what they are looking for!

TIP #11

PRACTICE, PRACTICE, PRACTICE!

Practice answering questions with a friend or family member. Make sure it will be a person that has some knowledge and/or experience in front of oral boards. Seek constructive criticism and **accept** that criticism so you can make improvements to your performance. Practice speaking in front of a mirror or videotape yourself answering questions. This is an amazing way to see how you present and will allow you to make the appropriate changes to better your performance.



BE CONFIDENT!

It's ok to be confident! You should be. You know your stuff and have taken the time to follow all of the steps presented in this packet. Just be careful not to overdo it...there's a fine line between confident and arrogant!

HAVE QUESTIONS?

EMAIL US: GPDRECRUITMENT@GLENDALEAZ.COM

@GPDRECRUITMENT



BE RELAXED!

It's an exam but it's all about you! And, as the world's foremost expert on all things you, you've got nothing to worry about!