



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

## Useful Tips: For Oral Board Success!

[www.BeGPD.com](http://www.BeGPD.com)

## You made it to Oral Boards. Now what?

by GPD Recruitment

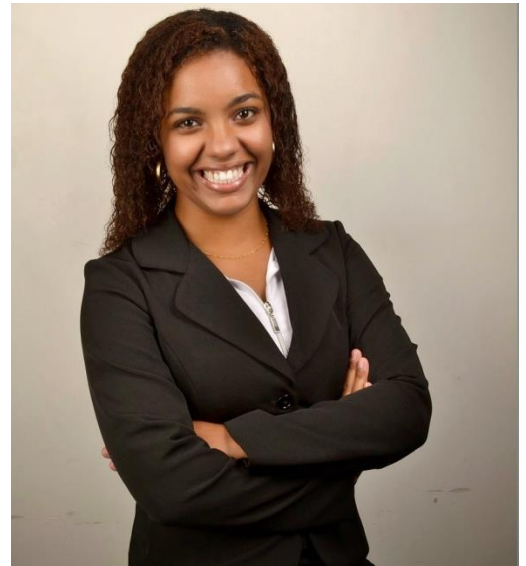
Congratulations! You've made it to the Oral Board Interview step of the testing process and are ready to shine. The problem is, you've never taken an oral board exam before or if you have...you haven't performed at your best. Have no fear Glendale Police Department hopeful, this handy guide has been 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 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!

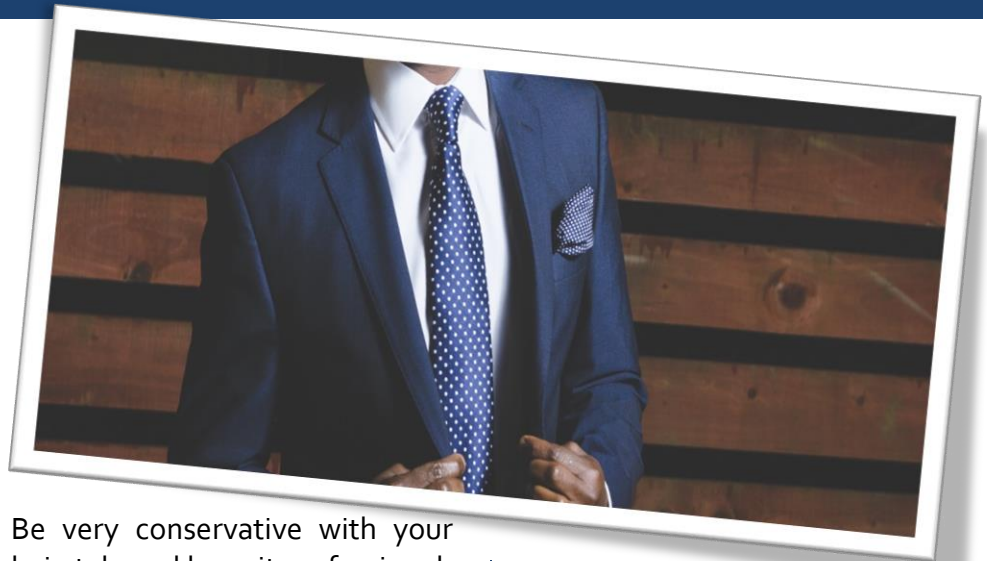


## Tip #1

### 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.

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!



*Every Police Department has a website that is a wealth of information. This department is no exception! [www.glendaleaz.com/police](http://www.glendaleaz.com/police)*

## 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 such as the current Chief of Police? How large is the department? What are the organizational values and the mission statement? Why do you want to work for the Glendale Police Department? The department website is a wealth of information and should absolutely not be overlooked or skipped.

Also, research the City of Glendale website and learn 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](http://www.glendaleaz.com)

## GIVE YOURSELF PLENTY OF TIME!



## IF YOU CAN'T MAKE IT, CALL OR EMAIL!



## Tip #3

## BE EARLY!

It is good practice to show up 15-20 minutes prior to your oral board. This gives you the opportunity to make a last-minute check in a restroom to make sure your attire is presentable. It also shows you as having good time management skills and a strong desire to gain the position.

## Tip #4

## AVOID NO-SHOWS!



Once you apply to an organization it is best to follow through by attending each phase of the process. If, for some unavoidable reason, you are unable to attend something, then follow-up with a phone call or email to explain why you missed it. No shows are very unprofessional and noticeable.



*Make sure to allot time for traffic, getting lost, lack of parking or any other obstacle you may encounter on your way to the interview. If something comes up and you can't make it...call or email!*

## Tip #5

## AVOID DISTRACTORS!

A cell phone ringing can throw you off your train of thought and is a major distraction to the panel. Turn your cell phone off prior to checking in. Do not bring any drinks of any kind into the oral board. Also, do not bring any writing implements. You will not be permitted to take any notes.



## Tip #7

## SHAKE HANDS WITH EACH PANEL MEMBER!

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

## 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 oral board panel member, even if they asked the question.

## Tip #8

## DO NOT BE AFRAID TO SMILE!

A ready smile upon entering is acceptable and shows the potential of an applicant's willingness to give good 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 #9

### SOUND PROFESSIONAL AND CONFIDENT!

Avoid fidgeting or using distracting verbal cues such as, "um", "uh", and "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 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 your seat or bouncing your legs.

## Tip #10

### KNOW YOUR ACCOMPLISHMENTS!

Do not assume the oral board panel is going to know anything about your achievements. They may not review an applicant's resume or application prior to or during the interview. You will have to be the one to mention these accomplishments on your own and don't be afraid to do so. Every panel member has an expectation that an applicant will do so. Despite the discomfort of 'tooting your own horn' it allows the panel members to see your willingness to work in the community and it shows you care.

## Tip #11

### PRACTICE, PRACTICE, PRACTICE!

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

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### PROFESSIONAL AND CONFIDENT!



### Be Yourself

You are who you are...be that person! Don't try to change the way you speak, think or act to try and impress the panel. The real you is what they are looking for!



### 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!



### Be Relaxed!

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