



Preparing for Your Oral Board

Congratulations! You have made it to the Oral Board step of the testing process! If you have never done an Oral Board before, they can be intimidating. Hopefully this tip sheet will help you feel prepared!

What is an oral board? An oral board is a sit down, formal interview in front of three communications employees and supervisors. The interview typically takes 15-30 minutes depending on how much you have to say! If you do not understand a question, do not be afraid to ask to have it repeated.

If needed, take a moment to collect your thoughts about the question prior to answering to ensure you provide a complete response.

What to bring? We will just need you and a current resume! If you are doing your interview via webcam, please email the resume prior to your interview for our review. You will be reminded to do so and given an email address when you set your interview up with our training assistants.

1

Dress for Success

Business attire or office casual are going to be your best options for your interview. Make sure you are presenting yourself in a clean, professional manner. If your interview is in person, be mindful to not wear too much cologne or perfume, as it can be overpowering for those conducting your interview.

2

Research the organization

Check out our web page at www.phoenix.gov/joinphxpd911. Find out a little bit about our organization, how big we are, what we do. Some other ideas are to listen to some 911 calls or radio traffic on YouTube, just be aware, most of what is on YouTube is going to be our extreme calls and traffic. If you know a dispatcher or 9-1-1 operator, talk to them about their job!

3

Be Early

It is a good idea to be 10-15 minutes early for your oral board. If your oral board is being conducted over a webcam, you do not need to be early, but make sure you check your camera prior to the interview to ensure it is working.

4

Avoid No-Shows

If you are not able to make it to your interview, please call or send an email explaining why you missed.

5 **Avoid Distractors**

Whether in person or via webcam, you will want to make sure you have your phone on silent. If you are not doing this in person, please make sure that you have a quiet place, free of distractions for at least 30 minutes for your interview.

6 **Make Eye Contact**

In person, you will be sitting across from your panel. Make sure you make good eye contact. Look at your interviewers as they ask you questions. If you are doing this via webcam, please make sure that your face is in the frame, so that your interviewers can see you, and that you are speaking clearly.

7 **Sound Professional and Confident**

When you are asked a question, take a deep breath and think about your answer before saying anything. Avoid distracting verbal cues such as "um", "uh" and "ok". Try not to get too off track when answering your questions, and if you need a question repeated don't be afraid to ask!

8 **Know Your Accomplishments**

Do not assume the panel knows anything about your achievements. They do not always have time to review your resume or understand the context of the accomplishments you listed. You want to share your accomplishments and tell us how great you are!

9 **Practice**

Practice answering questions to a friend or family member. Seek feedback and be willing to make changes if needed. It is best if you use someone that has experience interviewing. If you can't do that, rehearse answering some questions in front of a mirror or record yourself and watch it. This is a great way to see your you present yourself and will allow you to make changes if you need to!



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