



Multiple Mini Interview Tips

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Introduction

A. What is a Multiple Mini Interview or MMI?

The Multiple Mini Interview (MMI), developed by McMaster University, is an interview format that gauges an applicant's potential to successfully interact with patients and colleagues. The MMI is designed to measure communication skills, specifically verbal and nonverbal skills that cannot be measured using standardized written exams or by reviewing coursework transcripts. The MMI typically consists of 6 to 10 very short interviews that revolve around a specific scenario.



B. What is the format? How long does it take?

Typically, a series of six-10 “mini” interviews are conducted over a period of nearly two hours. Each mini-interview includes a two-minute prep period before engaging in a conversation that lasts between five to eight minutes. “The MMI benefits students in many ways that perhaps other formats do not. Not only does the student know the topic that will be discussed, but also has time to prepare a response before walking into the room, unlike other formats wherein questions can be asked on the spot from any subject area. Additionally, the student has the unique opportunity to make multiple first-time impressions. If one question is tough and the student does not feel they performed well, the next room is a new chance to do better without any previous bias,” says Tara K. Cunningham, Ed.D., assistant dean of admissions and recruitment at University of Arizona (UA) College of Medicine - Phoenix. An applicant who completed the MMI at the College of Medicine echoed Dr. Cunningham’s



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belief saying, “I can definitely see the benefit of this format, as I feel some of my stations went very well and others did not, and it was nice to get a fresh start at each station.”



Each interviewer has two minutes to read the scenario questions and prepare for answers.

C. What kind of topics are covered in the MMI?

As with any interview, the MMI is designed to assess verbal and non-verbal communication skills as well as provide additional information that is helpful in assessing a student’s readiness for medicine. According to Stephen Manual, Ph.D., assistant dean of admissions at the University of Cincinnati College of Medicine, “The MMI scenarios also are developed to assess a candidate’s skill and proficiency in areas such as problem solving, logical thinking, interpersonal skills, and ethical judgment. For example, one scenario may ask a candidate to describe what they would do if they learned that a physician was giving patients placebos instead of actual medications. There are also scenarios that involve teamwork and assess the ability to work with a partner to solve a problem. Communication skills also can be assessed through scenarios where actors pose as patients. “An applicant at the UA College of Medicine-Phoenix said, “I felt like the MMI allowed me to act for the first time in an interview as a genuine person. Not only does this format allow for such a wide range of skills to be assessed (communication, problem solving, etc.), it does it in such a way to make the entire process informal enough to personally interact with the interviewers. It gave me a chance to work with other applicants to solve ridiculous tasks. I truly enjoyed myself because I know that I was able to give every interviewer a glimpse of my personality as to the type of doctor I will be.”



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Prepare for the MMI

The MMI does not test specific knowledge. The format is designed to allow candidates to showcase their communication, interpersonal, and critical thinking skills. The best way to prepare is to practice expressing yourself articulately and logically in a timed environment. According to an applicant who completed the MMI during the 2013 admissions season at UA College of Medicine, “I felt like the MMI allowed the interviewers to get responses that couldn’t be so easily prepared for in advance, thus giving them a very realistic picture of the applicant and enabling them to make better decisions. I felt prepared to show who I am in everyday life!”

- Practice seeing both sides of an issue evidence of careful, critical thinking. This ability to cultivate a circumspect view of complex problems demonstrates your readiness to consider the nuances that are involved in making clinical decisions. Consider problems in the following format:
 - *“On one hand (this), and on the other hand (that).”*
 - *“I’d like to present a different perspective...”*
- Don’t be afraid to take a side able to make informed executive decisions based upon the information they are given. Remember that schools are usually more interested in how you support your position
- Practice clear communication in team settings evaluate your ability to work in a team setting. Practice clearly delineating tasks in group settings, checking that all members understand their given responsibilities, and addressing conflict with open-ended questions that demonstrate a willingness to consider alternative viewpoints.
- When facing a disagreement, for example, you might respond with, “I’d like to better understand how you’re feeling. Can you tell me more about it?” And dividing tasks might involve stating which tasks you’re interested in completing, and then compromising with your partner to find a division of responsibility that fits you both. Aim for concision, openness, and clarity in your communication, and team-oriented MMI stations will seem less intimidating.
- Have a concise answer to the question, “Why dentistry?” Be able to answer why you want to go into dentistry, why you think that particular school might fit you, and how you might contribute to your dental school class. Highlight the most important points of who you are as an applicant, your drive for clinical dentistry, and your readiness to begin a dental education.
- Accept that you might not respond to a station as you would have liked and move on. Remind yourself that part of your evaluation on interview day will feature how well you recover between stations. Success in dentistry requires adaptability and the ability to recover from your mistakes in time to see the next patient. Treat each station in a vacuum, and remind yourself to move into your next station confidently no matter what happened previously.



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A. Practice Scenario Response in 4 steps “S-I-C-E”

In MMI, they are primarily testing your ability to see things from multiple perspectives, your thought process, and your communication skills in presenting an answer. In order to show these skills when answering a question in your **8-minute interview**, you should:

1. **Summarize:** (30 seconds to 1 minute) quickly give a brief statement of the main problem to make sure you understand your scenario question correctly. You can also ask the interviewer if they have any additional info to provide before sharing your thoughts.
2. **Investigate:** (1 minute) discuss what you know, what you do not know, or what you want to investigate before solving the issue in real life.
3. **Consideration** (2-3 minutes) gather and decide what to do with your info, discuss the multiple issues and perspectives of a situation. Do not sit too much on the fence and give your opinion where possible, but be aware that many questions do not have a definitive answer (e.g. ethics questions).
4. **Engage:** (2 minutes) evaluate the situation and then include your overall final opinion. Example: *“While the skills of evaluating facts and coming to a conclusion are important here. I would imagine that they would be even more critical in a healthcare environment...”*

If you have extra time at the last minute, the interviewer may ask you a few probing questions or challenge your answer. Do not be intimidated by this and immediately fold just because you have received some resistance. Be prepared to defend your opinions. This must be done appropriately as you do not want to come across as bigoted or inflexible. Be open and respectful of different viewpoints.

Note: If something the interview says makes you realize you were actually wrong earlier, then acknowledge this and do not try to cover it up. Trying to cover up your mistakes is a very bad trait for someone who wants to be a dentist.

B. Apply Principles of Ethics Code of Professional to ethical questions

Ethics questions are found in almost all traditional and MMI interviews so it is essential that you can answer interview ethics questions well. Ethics questions are often viewed as a mysterious and difficult aspect of the dental school interview. However, they are actually easy to answer and often fun once you learn a few basic principles of Dental ethics and then practice a few questions. Do not rush to give your opinion or an answer too early, follow 4-step-response above.



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Ethics questions are not a test to see if you “know” the right answer, or a piece of law or legislation (and often there is no right or definitive answer). You should be familiar with the following essential background knowledge before you start looking at ethics scenarios and start practising answering ethics questions. You can think of these ethics pillars as different perspectives.

1. **Patient’s Autonomy**: Respecting a patient's wishes. It is the patient's right to come to their own decisions about what is best for them even if these decisions are viewed as unwise by health care providers or wider society. Autonomy requires that the patient is competent and has the capacity to make a decision. Note: although patients are free to refuse any treatment or pick a treatment from a range of treatment options, they cannot demand a specific treatment or action that a dentist does not deem to be suitable.
2. **Non-maleficence**: avoiding harming patients
3. **Beneficence**: doing what is best for a patient. Autonomy and beneficence may conflict when a competent patient chooses an action which is not in their best interests. Beneficence and non-maleficence may conflict also.
4. **Justice**: fairness across the wider population.
5. **Veracity**: being honest and telling the truth and is related to the principle of autonomy.



Follow [Dental Ethics](#) to your ethical scenario involving questions



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C. How should you behave during your interview?

- Inquire, don't accuse. Example:
 - *"That's an interesting position, can you share with me your reasoning so I can better understand your perspective?"*
 - *"I hadn't thought of it like that before, I see where you're coming from. But I'd like to offer a different point of view..."*
- Don't get wrapped up in the hive mind: *"I realize we are moving in this direction, but I would like us to step back and just reconsider our assumptions."*
- Don't avoid saying things because you're afraid of looking bullish
- Substance does not matter more than process: Evaluators care that you can engage with substantive material in a way that draws out important intellectual conflicts while also resolving them in a mature, productive manner wherein professional ethics are paramount and you demonstrate respect for your professional colleagues. They're looking for leaders who understand how people work.
- Introverts, beware of the negative self-talk: they are not judging your worth as a person. They're judging a particular set of skills that are essential for the practice of medicine. If you are just naturally introverted and find you're a listener, rather than a vocalizer, you need to choose your moments. You cannot say nothing and contribute nothing in an eight-minute session. You need to choose two or three well-placed phrases so that you show up during the group setting and they consider you to be a "quality over quantity" applicant.
- If you don't have anything to add to the group because you feel like they've said it all, then hone in on the group process. Help others get heard, articulate big picture assumptions, compliment people on their hard work. There is always something for you to say.

D. How should you interrupt someone during your interview?

Find a natural pause: start practicing the natural pause in real life. It is going to feel awkward. You're taking up more space than you're used to and you're privileging your voice over that of another. Start with validation: Validate what they were just saying, even if you think what they've been saying is complete nonsense. Example:

- *"That's fascinating, but I want to consider a different side..."*
- *"I appreciate your point AND I'd like to offer an extension to the argument..."*
- *"I like where you took that, could we also..."*



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State the obvious:

- “I think I’d like to interrupt to suggest...” or
- “I am sorry to interrupt, but I think this provides a logical segue to...” That way they can’t come back to you and accuse you of interrupting. Don’t look back: When you actually do the work of properly interrupting someone, don’t immediately freak out with regret such that you forget what you were going to say. Just move forward. If you do it properly, any accusations of interruption will fall on deaf ears because you did what you needed to do in the eight minutes you have to impress the evaluators.

Possible Interview Scenarios

- Scenarios involving interactions with an actor
- An essay writing station; this station may be take longer than the others
- A standard interview station
- A teamwork station where candidates must work together to complete a task
- An ethical scenario involving questions about social and policy implications
- A “rest” station to help students catch their breath and relax

Sample scenarios:

1. *Your neighbor has a five year old child who has many decayed teeth. The mother asks you for advice because she knows you volunteer for a dental professional and her child is in pain. The mother needs a dentist who will accept monthly payment for treatment. You provide her with different options and coach her on how to seek dental care for a child. One week later you see the mother and ask if she was able to acquire care for the child. She says no.*

What do you do?

2. *Universities are commonly faced with the complicated task of balancing the educational needs of their students and the cost required to provide learning resources to a large number of individuals. As a result of this tension, there has been much debate regarding the optimal size of classes. One side argues that smaller classes provide a more educationally effective setting for students, while others argue that it makes no difference, so larger classes should be used to minimise the number of instructors required.*

Discuss your opinion on this issue with the examiner.



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3. *You are a dentist seeing Oliva, a 67-year-old woman with a recent history of cavities and fillings. You suggest Oliva use a prescription fluoride toothpaste to reduce her caries risk. Oliva tells you that she has read some things over the internet about fluoride and believes it may cause poisoning and fluorosis. How would you handle the situation and what would you recommend Oliva do?*
4. *A close friend in one of your university classes tells you that his mother was recently diagnosed with breast cancer. He feels overwhelmed by his studies and is considering dropping his courses to spend more time with his mother. How do you counsel your friend?*
5. *In 2007 the Journal of Dental Education surveyed over 1000 dental students and found that 74.7% admitted to some form of cheating during their undergraduate career. The university has asked you to be part of a student focus group to determine how to reduce the incidence of cheating. You are well aware of this behavior as you have observed the reusing of old assignments on many occasions.
What suggestions would you make to help reduce the incidence of cheating and improve the academic integrity of students?*
6. *In healthcare professions like dental care, you will be required to establish good working relationships with people from all walks of life. Talk about what you think will be your strengths and challenges in establishing these relationships with your future clients.*

Will you have more success or challenges in relation to:

- *young versus old clients*
 - *clients from different cultures*
 - *clients at different levels of health*
7. *When shopping at the grocery store, you see another customer take an item and walk away. They are heading for the store exit past the cash register. You assume that they are shoplifting. How will you address the situation?*
 8. *Is excessive internet usage a public health issue? Explain why or why not.*
 9. *What would you do if a member of one of your group projects is not completing his or her assigned tasks.*



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10. *What would you do if you found out a colleague cheated on an exam?*
11. *A 14-year-old patient requests birth control pills from you and asks that you not tell her parents. What would you do?*
12. *A member of your family decides to depend solely on alternative medicine for treatment of his or her significant illness. What would you do?*
13. *If you have the choice of giving a transplant to a successful elderly member of the community and a 20-year-old drug addict – how do you choose?*
14. *A biotech company was hired by the Military to develop a cure for covid19. They successfully developed a vaccine to treat the symptoms of the virus and lowered the mortality rate for infected patients. Discuss the implications of this on a global scale.*
15. *Your mother calls you and asks you to help with a major family decision. Your maternal grandfather is 70 years old and has been diagnosed with a condition that will kill him some time in the next five years. He can have a procedure that will correct the disease and not leave him with any long-term problems, but the procedure has a 10% mortality rate. He wants to have the procedure, but your mother does not want him to. How would you help mediate this issue?*
16. *A 17-year old boy lives independently. He is married and has one child. He wants to participate in a dental research study. Does he need his parents' permission?*
17. *An associate dentist went to vacation for 2 weeks. He did not find another dentist to cover him. One of his patients developed severe toothache. The patient has an appointment with the dentist as soon as he comes back from vacation. The patient did not look for another dentist and decided to wait. If an emergency happens to the patient, is the dentist responsible for this patient?*
18. *As a dentist at a local hospital you notice that there is a man with an alcohol dependency who keeps on consuming the hand sanitizer offered at the hand sanitizer stands throughout the hospital. He is not a patient at the hospital at present but has been many times in the past.*



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Consequently, there is often no hand sanitizer for public use. What do you do? Do you remove/change location of hand sanitizer stands? Do you approach him?

19. *There is an outbreak of an incredibly contagious life-threatening disease. The disease is spreading across the country at a rapid rate and the survival rate is less than 50%. You are a senior healthcare administrator, and when the vaccine is developed, you have priority to receive the drug. Do you take the vaccine yourself or give it to another person? Why or why not?*
20. *You are a health researcher at an academic institution. You have been asked to work on a top-secret vaccine that would treat biomedical weapons or other communicable diseases. Before your break through, you are instructed by the government to stop all research and turn over all materials and copies of your work to be destroyed. You know you are very close to finding a cure. What do you do?*
21. *A patient requests needles and syringes at his/her local pharmacy. They do not present with a prescription, and based on the records you can access, they are not receiving treatment for diabetes. Do you sell the syringes or not?*
22. *The city has taken great measures to increase accessibility to alternative forms of transportation. Discuss the impacts (both positive and negative) of these decisions?*
23. *If the Prime Minister/President were to ask your advice on one change that could be applied to the healthcare system that would improve it enormously and have the greatest positive effect, how would you answer?*
24. *The man who lives next door to you often rides his bicycle in the company of his two young children but without a helmet. In fact, on several occasions you have seen him riding with his helmet hanging by its straps from the handlebars. His young children sometimes wear a helmet, sometimes not. If the man fell off his bicycle and hurt his head in a way that would have been prevented if he had worn a helmet, would it be reasonable to ask him to contribute towards the treatment costs for his injury?*
25. *Due to a shortage of dentists in rural communities, some policy-makers have suggested that dental programs preferentially admit students who are willing to commit to a 2 or 3 year tenure*



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- in rural areas after graduation. Consider the broad implications of this policy for health care and the costs associated. Will this policy be effective?*
26. *Statistics have shown that effects of advanced age such as changes in vision and response time may adversely affect elderly drivers' ability to drive safely. As a matter of fact, many doctors discuss the issue of stopping driving with their older patients as a precaution for the safety of theirs as well as the public's. Do you think older drivers have to give up driving when they reach a certain age?*
27. *Do you think dentistry should be more about changing behaviour to prevent disease or treating existing disease?*
28. *Discuss any topical health care issue that is unique to the region for dental school you are applying to?*
29. *Discuss one of these health care issues: human genome project, AIDS, abortion, the right to die, the cost of health care, and genetic engineering*
30. *What is the difference between Medicare and Medicaid?*
31. *What is your opinion about stem cell research using fetal tissue?*
32. *What is the difference between HMOs and PPOs?*
33. *You are an associate dentist. A fellow dentist working with you often shows up tired, messy, hung over, or even drunk. One day you found him in the lunchroom unaccompanied, so you decided to talk to him. Please enter the lunchroom.*
34. *Your friend, David, hasn't come to class for a few days. Being a hardworking pre-dental student, he very seldom skips classes. You know that he is applying to dental school in the past several weeks. You called his house and he said you could visit him. You decided to pay him a visit after your classes. Enter the room and talk to David.*
35. *You are a current undergraduate student. During the week of graduation, you attend a number of parties with your best friend, Lindsey. The last party is held at a campground. The morning*



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after the party, you receive a call from Lindsey. She asks that you come over and talk. Lindsey

reveals that she left early and drove home despite drinking that night. Enter the room and talk to Lindsey.

36. Your 5 year old nephew asks you, "Why is the sky blue?" How would you answer him using a series of simple scientific experiments?
37. Your company needs both you and a co-worker (Kate, a colleague from another branch of the company, who is gripped by fear of flying since one of her friends narrowly escaped being at the World Trade Centre when it was destroyed) to attend a critical business meeting in San Diego. You have just arrived to drive Kate to the airport. Kate is in the room.
38. The apartment next door is for rent. The previous tenants were nothing but trouble and have been evicted. Your landlord tells you about a new tenant he has found with more promising credentials. As he tells you about him, you realize that he is one of the drug addicts who was in treatment at a halfway house you volunteer at. You know that this person has a history of relapsing and may not have been completely honest on the application form. Do you warn your landlord about the person's history or do you keep your knowledge confidential?
39. A YouTube video of a group of junior high-school boys verbally abusing bus monitor Karen Klein went viral this July. The abuse included taunts, profanity, physical ridicule, and even threats to Karen's person and home, ultimately resulting in her breaking down and crying. The video prompted an investigation on the part of school officials and local police. They were suspended from school and given 50 hours of community service. Klein stated that she would not press charges, partly because of the flood of criticism aimed at the boys. Do you believe the boys' punishments were just, or what could have been done differently?
40. You are working alone in a convenience store as a cashier late at night. An older man comes in and buys a coffee. He is staggering, seems disoriented, and you smell alcohol on his breath. On the way out, he bumps into a shelf and knocks some cereal boxes off. He tries to put the boxes back, but cannot manage this task. What actions might you take in this situation? Provide reasons for your responses.
41. You are on holiday at a Mexican beach resort with some friends who are staying one floor down from you. In the middle of the night, a large earthquake takes place, and the building you are in is severely damaged. You have injured your leg, suspect it might be fractured, and you



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near someone yelling for help nearby. What would you do?

42. *Why do you want to be a dentist? Discuss this question with the interviewer.*
43. *Universities are commonly faced with the complicated task of balancing the educational needs of their students and the cost required to provide learning resources to a large number of individuals. As a result of this tension, there has been much debate regarding the optimal size of classes. One side argues that smaller classes provide a more educationally effective setting for students, while others argue that it makes no difference, so larger classes should be used to minimise the number of instructors required. Discuss your opinion on this issue with the examiner.*
44. *The parking garage at your place of work has assigned parking spots. On leaving your spot, you are observed by the garage attendant as you back into a neighbouring car, a BMW, knocking out its left front headlight and denting the left front fender. The garage attendant gives you the name and office number of the owner of the neighbouring car, telling you that he is calling ahead to the car owner, Tim. The garage attendant tells you that Tim is expecting your visit. Enter Tim's office.*
45. *What experiences have you had (and what insights have you gained from these experiences) that lead you to believe you would be a good dentist? Discuss this question with the interviewer*
46. *Robert Collier stated: "Success is the sum of small efforts, repeated day in and day out." Consider the quote you have just read. What does this quote mean to you in terms of how you live your life and how you will pursue your career?*
47. *A proposed bill would require all individuals to vote in federal elections or face a \$100 fine. What do you think about this bill?*
48. *You are the father of a 12-year-old boy. Your son's friend, who is also your neighbour, is playing with your son in the backyard. As you approach them to ask them about lunch, you notice some severe bruises on the friend's arm and upper neck. You are worried about these obvious signs and decide to approach your neighbour (the young boy's father). How would you approach this situation? What would you say to the father of the young boy? What are some potential concerns that you may have?*



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49. *You enter the cafeteria at work. You sit down to eat with a group of male colleagues who are having a conversation about a female colleague of yours. The comments they make are not very professional and can be deemed rude and offensive. You feel very uncomfortable. What do you do? What do you say to your male colleagues? If this became a regular occurrence, even after you speaking to your colleagues, what other steps would you take to resolve the situation?*
50. *Your best friend, Jennifer, calls you to tell you that she has been rejected for the 3rd time from all dental schools that she had applied to during the previous application cycle. She invites you over to her house to have a chat about her future plans. Go inside the room and speak with Jennifer.*
51. *"Education is the kindling of a flame, not the filling of a vessel." - Socrates. What does this quote mean to you? Go inside the room and discuss your thoughts with the interviewer.*
52. *Every week, your classmates gather at the local coffee house to review the lessons from that week. In the last month, everyone has been working on a major paper on Roman history, which accounts for 40% of the course grade. One of your classmates has copies of two of the papers that last years' students wrote for the same course. Your classmate has emailed copies of the paper to you and the other people in the group. What would you do in this situation and explain why? Discuss what values and choices are relevant in this situation? What are the implications if you decide to read the paper from last year?*
53. *Please describe the object presented to you to the interviewer. The interviewer has never seen the image. Note you are only allowed to use your words to describe the image. (The image could be any abstract image that you may have never seen before)*
54. *You are the team leader of a group assignment and two of your group mates inform you that one of the group members, Tim, has a very strong body odor and they are unwilling to take part in any further group meetings until Tim addresses this issue and takes care of his personal hygiene. Tim is waiting inside the room, please go inside and discuss this issue with him.*
55. *Some dental schools have a preference for selecting dental candidates from certain geographical locations. What are your views about such selection policies? Please discuss your answer with the interviewer inside the room.*



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56. *If you could have any superpowers, what would it be and why?*
57. *You are a research supervisor and you notice that one of your graduate students has been sleeping in the lounge area within the research facility, because your student is recent international student she cannot afford to rent a place of her own with her student stipend. You are aware that the facilities safety policies prohibit overnight stays. How do you approach the student about this?*
58. *You are the executive director of a law firm. You find out that your articling student has accidentally destroyed an important piece of evidence that would have cleared a wrongfully accused person. If you reveal this to the authorities, your student will not only lose her job, but will face jail time for destroying court evidence. What will you do in this situation? What if you had information that the accused person is indeed guilty of other unrelated but more serious crimes for which you do not have any evidence that would hold up in the court?*
59. *Regardless of what we do in life, there will be times when we will come into disagreement with an authority figure or a superior. Describe a time when you came into conflict with an authority figure and how you dealt with it.*
60. *What is your favorite quote? Discuss the quote and what it means to you with the interviewer inside the room.*
61. *You are the Dean of Admissions at a very competitive dental school. One day as you are leaving your office at the end of the day, you are approached by the mother of a student who was recently rejected from your school. The mother explains that her son has a 4.0 GPA, scored 99th percentile on the DAT, and has numerous awards and many relevant accomplishments. She wants answers right now and she demands to see every applicants' file. Go inside the room and talk to the parent.*
62. *A friend of yours has a cat named Leo. One day your friend calls you and tells you that Leo is very ill and in need of a vet. Unfortunately, Leo does not have insurance and the cost of seeing a vet will be around \$1500, which your friend has to pay out of pocket. She cannot afford the cost and is asking you for help. What would you do and say in this situation?*