

Interviewer's Toolkit

1. How would people who know you well describe how you deal with major changes in the workplace?
 - How flexible and adaptable would they say you are? Give some examples to support your answer.
 - What are some advantages to being this way?
 - What are some disadvantages to being this way?

2. Almost all jobs change from time to time as new methods and procedures are introduced into the workplace. Tell me about the last time such changes were made in the way you did your work.
 - How did you adjust to the changes?
 - What steps did you take to adjust to the changes?
 - How did others (your coworkers) adjust?

3. Describe the best working relationship you've ever had with a patient (customer).
 - To what do you attribute the success of this relationship?
 - What did you do to maintain and improve the relationship?
 - What did you enjoy most about this relationship? Why?

4. What steps do you presently take to determine customer satisfaction?
 - What is the current level of your customers' satisfaction? How do you know?
 - In what areas are you doing a good job of determining customer satisfaction? Be specific.
 - In what areas do you need to improve? How do you know?

5. Sooner or later, we all have to deal with a customer who is dissatisfied with the service he or she receives. Tell me about the most difficult or irritating customer you have experienced.
 - How did you respond to the concerns of the customer?
 - How effective were your efforts? Did you satisfy the customer?
 - What did you learn from the interaction?

6. What is the number one complaint or concern you receive from your patients?
 - How did you determine that this was the biggest complaint?
 - What steps have you taken to address those concerns?
 - How effective were your efforts?

7. Tell me about your most successful accomplishment on your present (most recent) job.
 - What led up to the situation?
 - Specifically, what did you do that made you proud of what you accomplished?
 - What was the result or outcome of your efforts?

8. Please give me an example of a very difficult project that you were responsible for.
 - Why was it assigned to you?
 - How did you go about completing the project? What specific steps did you take?
 - Was the project completed on time? Within budget?

9. Much of the work in our Hospital (organization) is accomplished in group or team settings. Please describe the most recent project you have worked on as part of a team.
 - What was your role in the team?
 - What was your main contribution? Was the effort of the team successful? How?
 - What factors led to the success (or failure) of the team?

10. Tell me about the most memorable time when you had a personal conflict with another member of your work team.
 - How did you deal with the conflict?
 - Have you had any similar problems with the person since that time?
 - What did you learn from the experience that has been helpful in similar situations?

11. Not all teams function effectively. Tell me about a time when a team you were involved with had problems getting its work done effectively.
 - Were the problems resolved? How so?
 - What part did you take in resolving the problems?
 - How could the problems have been avoided?

12. What worries you the most about taking this new job?