

EXAMPLE VALUE BASED INTERVIEW QUESTIONS

VALUE	LEADING QUESTION	FOLLOW UP QUESTIONS	KEY CRITERIA
<p>Compassion</p>	<p>Give me an example of a time when you were particularly perceptive regarding a patient's (or customer) feelings and needs?</p> <p>We all find ourselves in stressful situations at work when keeping a positive or compassionate attitude is most useful. Tell me/us about such a time</p> <p>Tell me about a time when you were under extreme pressure and remained calm, compassionate and focused at work.</p> <p>Tell of a time when your active listening skills really paid off in regard to a patient's (or customer's) feelings or needs. Perhaps a situation when others missed a key idea or issue</p> <p>Some situations with patients (or customers) require us to express ideas or opinions in a very tactful and careful way. Tell me about a time when you were successful with this particular skill.</p> <p>Tell me about a time when you were sensitive or compassionate to a patient in an emotional or tense situation.</p> <p>Tell me about a time when you volunteered your help to a patient (or customer) or someone in need.</p> <p>Give me an example of a time when your compassionate attitude caused a patient (or customer) to stay positive and calm.</p> <p>In a supervisory or group leader role, tell me about a time when you had to discipline or counsel an employee or group member and were able to demonstrate compassion</p> <p>Tell us about a time when you had to use coping strategies to remain compassionate when dealing with a high-pressure situation regarding a patient (or customer)</p> <p>Give an example of a situation where someone showed compassion to you at work?</p>	<p>Describe what you did? What was the impact for you? For the patient?</p> <p>How did it turn out?</p> <p>How has this helped you in your job?</p> <p>What was the result?</p> <p>Would you have done anything differently?</p> <p>What did you do? What was the outcome?</p> <p>How did they react? How did it turn out?</p> <p>What was the situation? What was the result?</p> <p>What was the nature of the discipline? What steps did you take? How did you demonstrate compassion?</p> <p>How have you shared effective coping strategies with co-workers/</p> <p>How did this make you feel?</p>	<p>Taking time to listen Observant of non verbal cues Observant of patient needs Going the extra mile to make a difference Linking job duties with patient experience</p>
<p>Collaboration</p>	<p>Describe a situation when it was critical that you establish an effective working relationship with either an individual or group, outside of your own department, to complete an assignment or deliver a service?</p> <p>Tell me/us about a time when someone else neglected or failed to deliver on their work commitments and it had a negative impact on your productivity.</p> <p>Collaborative work relationships often ease tension and facilitate productive relationships. Can you give me a recent example where you intentionally enhanced a</p>	<p>What did you learn from this experience? Was there anything that you would have done differently?</p> <p>How did you react? What was the outcome?</p>	<p>Taking ownership for assignment completion and service Delivery Recognition that one person cannot do everything Working with others</p>

	<p>relationship to get a job done? Tell me/us about a time when you needed additional information from other people or references to make an informed decision.</p> <p>Describe a time when you put your needs aside to help a co-worker understand a task.</p> <p>Tell me/us about a time when you improved a process by creating a cross-functional team.</p> <p>Can you give me/us a recent example of how you displayed loyalty or commitment to your team?</p> <p>Give an example of a time when you were part of a great team</p> <p>Tell me/us about a time when you disagreed with your team's agreed course of action.</p> <p>Tell me/us of a time when you disagreed with a customer/patient, supervisor, or coworker.</p> <p>Tell me/us about a time when your success depended on your prior relationship with a patient (or customer).</p> <p>Describe a situation when you coordinated several events or people at the same time</p> <p>Give an example of a project you personally planned, implemented, measured, and evaluated.</p> <p>We all learn through our mistakes. Tell me/us about a time when you confronted a coworker or supervisor because you knew they were making a mistake.</p> <p>Tell me/us about a time when you had to collaborate with another to resolve a conflict that initially felt uncomfortable, but actually turned out better than you anticipated.</p> <p>Tell me/us about a time when you perceived friction or resistance from a coworker, supervisor, or patient and you immediately addressed this issue to enhance your working relationship.</p>	<p>What did you do? How did your extra-credit research impact the outcome?</p> <p>How did you assist them? What was the result?</p> <p>What was the issue and how did it turn out?</p> <p>Why was this act important to you? What was at stake?</p> <p>What were the circumstances? How did you contribute?</p> <p>What did you do? How did it impact your relationship with the team?</p> <p>What did you do to resolve the conflict? What was the outcome?</p> <p>What method did you use to follow-up on assignments?</p> <p>What was the situation? What was the outcome?</p> <p>How did you handle it? What was the result?</p> <p>What problems did you solve along the way? How did you involve other people?</p> <p>What was the issue and how did it turn out?</p> <p>What happened? How is your relationship today?</p>	
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<p>Innovation</p>	<p>Give an example of a problem that you have personally solved in a unique or creative way?</p> <p>What was the most difficult work problem you ever faced? Tell me/us about a time when you used fact-finding skills to solve a problem.</p> <p>Tell me/us about a time when you had to step away from traditional methods to solve a difficult or complex problem.</p> <p>Tell me/us about a time when you had to respond quickly to a crisis situation.</p> <p>Give an example of how you solved a problem in a unique way within the past 18 months.</p> <p>Tell me/us about a time when you had to change your point of view or your plans to take into account new information or changing priorities.</p> <p>Describe an example of a time when you had to approach people (with different perspectives) for support or cooperation.</p> <p>Tell me/us about a time when you had to accommodate unplanned activities or demands?</p>	<p>How satisfied were you with the outcome? What did you learn about problem solving from this experience?</p> <p>How did you address the problem? What were the results?</p> <p>What was the situation? What was the outcome?</p> <p>Can you describe your approach? What was the outcome?</p> <p>What were the circumstances? What was the final outcome?</p> <p>When did this happen?</p> <p>How did you appeal to each person? What was the result?</p>	<p>Ability to look at issues from different perspectives Thinking outside the box Prepared to take considered risk</p>
<p>Responsibility</p>	<p>Tell me/us about a time when you made a significant mistake at work?</p> <p>Describe a situation when your work did not meet your patient (or customers), coworker or supervisor's expectations.</p> <p>Tell me/us about a time when you had to deliver on a commitment that was difficult for you.</p> <p>Have you ever been in a situation where your role or responsibilities haven't been clearly defined? What did you do?</p> <p>Tell me/us about a time when you had to conform to a policy or procedure you did not agree with.</p> <p>Tell me/us about a situation where you had to remain calm when dealing with a hostile patient (or customer)</p> <p>Tell me/us about a task that was tedious or boring to you—but had to be done.</p> <p>Tell me /us about a time when you coached a coworker to help them improve their</p>	<p>What were the consequences for you personally? How did you approach the conversation with your Supervisor/Co-worker/Patient/Customer?</p> <p>Tell me how you organized the document and what help you had (if applicable) finishing it</p> <p>What happened? What action did you take?</p> <p>What did you do to motivate yourself?</p> <p>What did you learn from the experience?</p> <p>How did you handle the situation?</p>	<p>Ownership for consequences Commitment to putting things right and learning from the experience Timeliness for communicating with those impacted</p>

	<p>skills or job performance</p> <p>Tell me/US about a project that you were solely responsible for completing.</p> <p>Tell me about a time in the past year when your patience was tested with patients (or customers), coworkers or supervisors.</p>	<p>How did you approach and tackle the task?</p> <p>What did you do?</p> <p>How did you stay on task to complete it even though no one was checking your progress?</p> <p>How did you handle the situation? What was the result?</p>	
Diversity	<p>What has been the most difficult challenge that you have faced personally in working co-operatively with another person who did not share your values, beliefs or ideas?</p> <p>Tell me/us about a time when you had to adapt quickly to changing conditions to accurately complete your job.</p> <p>Tell of a situation where you had to adjust quickly to changes over which you had no control.</p> <p>Describe a situation in which your first attempt to sell an idea failed.</p> <p>Tell me/us about a time when your work effort didn't go as planned (blocked by obstacles).</p> <p>Tell me/us about a time when you had to work in a chaotic or noisy environment</p> <p>Describe a situation where you had to deal with someone who didn't like you (or you didn't like)</p> <p>Tell me about a time when you found yourself on unfamiliar territory or a new situation at work</p> <p>Occasionally our work is judged or criticized unfairly or our intent is misunderstood. Can you tell me about a recent situation that fits this description?</p> <p>Tell me/us about a recent threatening or difficult work situation.</p>	<p>What was the impact on your ability to get things done? What was the impact on the other person's ability to get things done?</p> <p>What were the circumstances?</p> <p>What was the impact of the change on you?</p> <p>How did you react to this? What other approaches did you try?</p> <p>How did you resolve this issue? What was the outcome?</p> <p>How did you deal with this situation? How did you ensure your productivity and accuracy in this environment?</p> <p>How did you handle it?</p> <p>How did you adapt to this situation? What was the eventual outcome?</p> <p>How did you react?</p> <p>How did you approach this situation? What was the outcome?</p>	<p>Listening Open to other person's perspective Being accountable for own beliefs, ideas and attitudes Self awareness</p>

<p>Integrity</p>	<p>Can you give an example of a situation when you saw someone at work stretch or bend the rules beyond what you felt was acceptable?</p> <p>Tell me/us about a time when you felt compelled to immediately address a difficult situation with your boss or supervisor when others wouldn't. (You had to do the right thing.)</p> <p>Tell me/us about a time when you felt compelled to express an unpopular viewpoint to maintain your integrity.</p> <p>Tell me/us about a situation when you had to speak up (be assertive) in order to get a point across that was important to you or crucial to your patient (or customer)</p> <p>Tell me/us about a time in your job when you accommodated the patient (or customer) even though it was more work for you or went against your instincts.</p> <p>Tell me/us about a time when you thought through the consequences of a specific action in planning a project.</p> <p>Tell me/us about a time when you felt it would benefit the situation to disregard structure or formal processes to achieve a better outcome.</p>	<p>What did you do? What lead you to take the action you did? What was the consequence of taking the action you did?</p> <p>What happened? What was the outcome?</p> <p>What did you say and how did you say it?</p> <p>What was the result?</p> <p>What obstacles or barriers did you discover?</p> <p>What were the circumstances? How did it turn out?</p>	<p>Willingness to hold others accountable Willingness to do the right thing, however difficult</p>
<p>Quality</p>	<p>Quality is not just one person's job. Describe a time when you identified a potential quality concern and addressed it personally before it became an issue?</p> <p>Give an example of a time when you recognized an opportunity for quality improvement in your department or group</p> <p>Tell me/us about a time when you missed an obvious solution to a problem</p> <p>Tell me/us about a recent job situation that required great precision and quality to complete a task.</p> <p>Tell me/us how you manage your daily work schedule to meet quality and safety needs?</p> <p>When have you found it valuable to use a detailed checklist or procedure list to reduce potential errors on the job?</p> <p>Give an example of a situation where you needed to pay attention to small but important details to maintain quality?</p>	<p>What was the outcome?</p> <p>Were you able to resolve the concern by yourself? If not, who else did you involve?</p> <p>What did you do?</p> <p>What did you do to take responsibility and fix the problem? What was the outcome?</p> <p>How did you handle the situation?</p> <p>What was the outcome? What would you do differently today?</p>	<p>Ability to connect job duties with quality outcomes Willingness to bring quality issues to the attention of appropriate others or to take personal action within scope of job duties</p>

	<p>Tell me/us about a time when you had to manage large amounts of paperwork.</p>	<p>When was this? How did it turn out?</p> <p>How did you keep things organized to maintain quality, order and accuracy?</p>	
<p>Trust</p>	<p>Tell me/us what steps you personally take to build trust with your Supervisor and Co-workers?</p> <p>What actions would you take if you received feedback to suggest that your own actions were not seen to be trustworthy?</p> <p>Describe a situation where you helped motivate someone to improve his or her performance</p> <p>We can sometimes recognize a small problem and fix it before it becomes a major problem.</p> <p>Describe a situation in which you forecasted a problem and prepared a strategy for handling it.</p> <p>Tell me/us about a time when you had to make a split second decision. What skills did you use?</p> <p>Tell me/us about a time when you had to deal with an uncomfortable situation at work.</p> <p>Tell me/us about a time when you had to let go of your need to control a situation</p> <p>Tell me about a time when you went the extra mile to meet the needs of a patient.</p>	<p>What has been the impact on your working relationship with your Supervisor? Coworkers?</p> <p>What was the outcome?</p> <p>Give an example of how you acted to prevent a larger problem from occurring.</p> <p>How did it turn out?</p> <p>What was the outcome?</p> <p>How did you manage it?</p> <p>What was the issue? Why was it necessary for you to let go?</p>	<p>Commitment to “walking the talk”</p> <p>Awareness of the importance of relationship building</p> <p>Recognition that trust works both ways in effective relationships</p>