**Interview Results Summary**

Candidate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Interviewer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Interview Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Key: 1. Strong evidence skill is not present 3. Some evidence skill is present

2. No evidence skill is present 4. Strong evidence skill is present

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| **Critical Competency** | **Questions** | **Ideal Response & Red Flags** | **Notes** |
| **VALUES**  Contributes to the vision, mission and values of the organization by modeling behavior, motivating employees and delivering quality results | * Describe a situation when you worked with a person whose personal beliefs were the opposite of yours. How did you deal with it? * Tell me about a time one of your co-workers was not modeling the vision and values of the organization. How did you deal with it? * Tell me about a time you helped to motivate other employees. What did you do? What were the outcomes?   **Follow-up Questions**   * What happened? * What did you do? * What was the result? | **Ideal Responses**   * Has incorporated the organizations visions and values into their own   **Red Flags**   * Avoids addressing value issues. * Blames others | **Score:** |
| **TEAMWORK**  Demonstrate individual commitment to cooperation and collaboration among staff. | * Share an example of a problem created for you by someone else. How did you handle it? What were the results? * Describe a time when you were able to help a co-worker solve a problem or improve his or her performance. * What is the main strength or natural style that you bring to a team? Describe a specific situation and how your work style affected the team's decision. * Sometimes it is necessary to work in unsettled or rapidly changing circumstances. When have you found yourself in this situation? Tell me what you did.   **Follow-up Questions**   * What happened? * What did you do? * What was the result? | **Ideal Responses**   * Takes personal accountability for his or her actions. * Is proud of team accomplishments. * Is able to personally resolve conflicts. * Shares critical information up, down and across the organization. * Is adaptable to change. * Is proactive when facing a challenge.   **Red Flags**   * Cannot describe any interactions with team members. * Seems like they forced their ideas on others. * Dependent on others to solves their interpersonal issues. | **Score:** |
| **INTERPERSONAL SKILLS & CUSTOMER RELATION**  Demonstrates effective communication & respectful and positive interpersonal skills with staff & customers. | * Describe a time when you were able to be personally supportive & reassuring to another individual. * Have you ever had a disagreement with a co-worker? What was it about? What did you do to resolve it and what was the outcome?   **Follow-up Questions**   * What is the status of your relationship with that co-worker now? | **Ideal Responses**   * Can empathize with patient needs. * Recognizes the importance of service excellence * Can show evidence of restraint under a difficult situation. * Has a mature problem-solving attitude. * Can initiate and carry out a crucial conversation   **Red Flags**   * Complains about patients. * Adheres blindly to established procedures. * Does not often volunteer assistance. | **Score:** |
| **PERFORMANCE & QUALITY IMPROVEMENT**  Provides commitment and skills to support continuous performance & quality improvement including following {your organization’s} Significant adverse Events Policy. | * Have you ever made suggestions for improving a work process? Describe what you did how you achieved improved results. * Tell me about a problem that you identified and how you resolved it. * Tell me about a time when you were faced with a situation & there was no clear policy or procedure to follow. What did you do? What were the results?   **Follow-up Questions**   * Have you ever worked on a process improvement team? * What was the issue? * What did you improve? * How did you and the team do it? * Were you able to sustain the improvements over time? | **Ideal Responses**   * Uses PDSA or other PI tools. * Discusses concerns and possible solutions with superiors. * Has take   **Red Flags**   * Ignores troublesome issues in their daily work. * Does not see process improvement as part of their job responsibility. * Makes changes without discussing them with a superior classes in PI | **Score:** |
| **RESOURCE MANAGEMENT**  Demonstrates appropriate and effective financial, professional and time management skills. | * What was the biggest waste of resources in your last job? How did you resolve that? * How have you helped your employer to save money? What made you think about it? How did you do it?   **Follow-up Questions**   * Were you able to sustain the savings over time? * How did this benefit your employer long term? | **Ideal Responses**   * Is aligned with the organization and sees themselves as a steward of the organization's resources. Equates efficiency with the long term survival of the organization   **Red Flags**   * Does not see this as a job responsibility.. | **Score:** |