

EXAMPLE VALUE BASED INTERVIEW QUESTIONS

VALUE	LEADING QUESTION	FOLLOW UP QUESTIONS	KEY CRITERIA
Compassion	Give me an example of a time when you were particularly perceptive regarding a patient’s (or customer) feelings and needs? 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 Tell me about a time when you were under extreme pressure and remained calm, compassionate and focused at work. 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 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. Tell me about a time when you were sensitive or compassionate to a patient in an emotional or tense situation. Tell me about a time when you volunteered your help to a patient (or customer) or someone in need. Give me an example of a time when your compassionate attitude caused a patient (or customer) to stay positive and calm. 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 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) Give an example of a situation where someone showed compassion to you at work?	Describe what you did? What was the impact for you? For the patient? How did it turn out? How has this helped you in your job? What was the result? Would you have done anything differently? What did you do? What was the outcome? How did they react? How did it turn out? What was the situation? What was the result? What was the nature of the discipline? What steps did you take? How did you demonstrate compassion? How have you shared effective coping strategies with co-workers/ How did this make you feel?	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
Collaboration	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? 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. Collaborative work relationships often ease tension and facilitate productive relationships. Can you give me a recent example where you intentionally enhanced a	What did you learn from this experience? Was there anything that you would have done differently? How did you react? What was the outcome?	Taking ownership for assignment completion and service Delivery Recognition that one person cannot do everything Working with others

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

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

Integrity	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? 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.) Tell me/us about a time when you felt compelled to express an unpopular viewpoint to maintain your integrity. 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) 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. Tell me/us about a time when you thought through the consequences of a specific action in planning a project. 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.	What did you do? What lead you to take the action you did? What was the consequence of taking the action you did? What happened? What was the outcome? What did you say and how did you say it? What was the result? What obstacles or barriers did you discover? What were the circumstances? How did it turn out?	Willingness to hold others accountable Willingness to do the right thing, however difficult
Quality	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? Give an example of a time when you recognized an opportunity for quality improvement in your department or group Tell me/us about a time when you missed an obvious solution to a problem Tell me/us about a recent job situation that required great precision and quality to complete a task. Tell me/us how you manage your daily work schedule to meet quality and safety needs? When have you found it valuable to use a detailed checklist or procedure list to reduce potential errors on the job? Give an example of a situation where you needed to pay attention to small but important details to maintain quality?	What was the outcome? Were you able to resolve the concern by yourself? If not, who else did you involve? What did you do? What did you do to take responsibility and fix the problem? What was the outcome? How did you handle the situation? What as the outcome? What would you do differently today?	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

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