

SAMPLE INTERVIEW QUESTIONS

for CHS Leaders

This tool has been developed as a reference document to engage the candidate(s) you are interviewing to join Carolinas HealthCare System. These sample questions align with the behaviors/competencies that are the drivers for CHS to excel in providing excellent care and service. Your evaluation of the candidate(s) is based on these behaviors in addition to any job specific competencies.

Representing the System

- Describe what you have done to support your organization's mission/vision/values. Tell me about a recent example of this behavior.
- Oftentimes when we're in a hurry, we can unintentionally be less courteous or polite to others around us. Tell me about a time when this happened to you. What happened and what was the result?
- What are 2-3 specific things you have done to ensure that you achieve your departmental goals/objectives?
- Describe what you have specifically done to ensure that your actions at work convey professionalism.
- What have you done to demonstrate a "can do" attitude recently? How do you know your efforts were successful?

Commitment to Integrity, Compliance & Patient Care

- Tell me about a time when you noticed a potential safety hazard in your work environment. What did you do?
- Have you ever been tempted to misrepresent facts or data for the benefit of your team, department, or organization? What was the situation, and what did you do?
- Tell me about a time when you needed to share confidential information with a patient. Where and how did you do so?
- What do you do to stay up to date on various departmental policies and regulatory requirements? How often do you do this?
- Tell me about a time when you identified and corrected an issue before it caused an accident or injury.

Teammate Effectiveness

- One of the challenges in this environment is ensuring the proper employee coverage at all times. Tell me about what you have done to remain flexible to last minute scheduling changes.
- Tell me about a time when you identified a way to reduce costs in your organization or department. What did you do?
- We have all encountered times when we had competing priorities and limited time to accomplish. Tell me about a time when this happened to you. What did you do?
- Tell me about a time that you made a decision that turned out to be the wrong decision for a customer/patient. What did you do?
- Tell me what you do to ensure that your work assignments are completed in a timely manner.



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Learning & Development

- What have you done to ensure that you are meeting both your organization's and department's standards for continuous learning and development?
- Tell me what you have specifically done to demonstrate your commitment to your growth and development.
- Tell me about a time when you realized that you needed to brush up on your skills in a certain area, but didn't know how to gain that knowledge. Who did you reach out to? What did you do?
- When a new employee starts in this organization, there's a lot to learn. Tell me about what you have done to help welcome a new hire. How did you know that your efforts were successful?
- Have you ever taken advantage of a voluntary assignment as a developmental opportunity? What was the assignment and how did you benefit from it?

Communication

- What have you done to create an environment of open communication and feedback? Tell me about one action that you believe was most effective and how you know it was effective.
- Describe what you have done when initiating a conversation with a customer to show your professionalism and respect for them.
- Tell me about a time when you were responding to a customer and were unable to answer his or her question. How did you handle this situation?
- Tell me about the last time you had to deal with an upset customer. What was the nature of his or her complaint, and what did you do?
- Sometimes it can be difficult to understand our customers' requests. What steps do you take to ensure that you properly understood a customer's stated question, issue, or need.

Commitment to Service

- Tell me about a recent customer interaction that you are particularly proud of. What was the situation and what did you do?
- Tell me about a time when you were in the middle of something and were approached by a customer. How did you handle this situation?
- What have you specifically done to learn more about the culture and differences of your customers?
- A large part of providing good customer service is anticipating the customer's needs before they're even aware of them. Tell me about a time when you were able to do this.
- Unfortunately we all face times when despite our best efforts, our customers are displeased with our service. Describe a time when this happened to you and how you handled this situation.

Teamwork

- Tell me about a time when you received constructive feedback from one of your peers. How did you respond to this feedback and what did you do with the information?
- Describe a recent time when you needed to motivate or inspire your teammates to achieve a goal. What did you do and how do you know if it was effective?
- Tell me about a time when one of your team members was having a difficult time with their workload and it was affecting the performance of the team as a whole. What did you do?
- Tell me about a time when you shared a significant piece of information with the members of a team that you were on. How did that information benefit the team?
- Describe a recent time when you disagreed with one of your teammates on an important decision. What was the issue, and how did you resolve it?

