Interview Guide

northern health
the northern way of caring

Interview: NIRD Primary Care Network Lead

DATE: _____

APPLICANT'S NAME: _____

INTERVIEWER: _____

Introduction

- ☐ Welcome the candidate
- ☐ Offer the candidate a glass of water
- ☐ Introduce yourself and the interview participants and consider giving the candidate your business card, describe your role in the organization and with respect to the open job
- ☐ Thank the applicant for their interest in this role. In doing so, create a relaxed, informal environment. State how long the interview is going to last
- ☐ Ensure there will be no interruptions during the interview (mobile devices are silenced)
- ☐ Reiterate the position that the candidate is being interviewed for
- ☐ Indicate that you will be taking notes so that you don't forget how they responded to your questions
- ☐ Indicate that they will be given an opportunity to ask questions at the end of the interview
- ☐ <u>Reminder:</u> Direct questions about family, marital status, age, religious or political affiliation, national origin and disabilities are not permitted

IMPORTANT: Please insure a police and reference check are completed prior to hiring a candidate. If you need assistance contact your recruiter or email recruitmentsupport@northernhealth.ca.

Owner: anel.meintjes@northernhealth.ca

BEHAVIOUR BASED QUESTIONS:

Behaviour Based Questions are the best type of question for assessing candidate's proven ability to perform.
They assess what the candidate has done, not what they say they will do in a situation. Past behaviours predict future behaviour.
The more recent the past performance, the more likely it is to be repeated.

S.T.A.R... E.

A typical Behaviour Question asks the candidate to describe a specific situation they encountered in the past and to describe:

- The Situation (is it similar to what would be expected in this role?)
- The Tasks or Challenge involved
- The Activities they actually performed
- The Results achieved (were they successful?)
- The Evaluation..and what would they have done differently?

Examples of Behaviour Based Questions:

- Tell us about a time when you...
- Describe a situation where you...
- Give an example when you...
- Describe something you've done that illustrates...
- Describe your most successful experience with...
- Give us a real life example that shows...

MOTIVATIONAL QUESTIONS:

Motivational Questions assess what a candidate wants to do. These questions find out what turns the candidate on, but doesn't assess whether they have the ability to do the work. These types of questions ensure you don't select someone who will become frustrated or dissatisfied in the position.

Examples of Motivational Questions:

- Tell us about a time when you had to work at a fast pace - how satisfied were you with that and why?
- Tell us about a time when you had a lot of challenge in your work - how satisfied were you with that and why?
- Tell us about a situation in which you worked with few standard procedures - how satisfied were you with that and why?

KNOWLEDGE & OPINION QUESTIONS:

Knowledge or Opinion Questions assess what a candidate knows or thinks, but not whether they can do the work. These type of questions may help to assess a candidate's judgement in hypothetical situations.

Examples of Knowledge or Opinion Questions:

- What do you know about our organization?
- Name the major sources of conflict in organizations
- What does good customer service involve?

Direct questions about family, marital status, age, religious or political affiliation are not permitted within the employment interview.

Suggested Follow-up Probing Questions:

1. You explained to us the situation; tell us more about the action you took and the outcome.
2. What did you say at that point?
3. How did you react to that situation?
4. Explain your role in detail?
5. Will you give me an example?
6. Tell me in detail what you did, the steps you took?
7. Tell me more about the result?
8. Tell me about the obstacles you faced in getting it done.
9. Please give me more details about...
10. Describe in sequence the steps you took to get to that point......
11. Please clarify what you mean by...
12. Did you consider other options at the time?
13. Why do you think you reacted as you did?
14. How do you think others felt about your actions at the time?
15. Talk to me about how you felt and others involved felt?
16. Were you satisfied with the outcome of your actions?
17. What was going through you mind when you took that action?
18. Looking back on the experience, how do you see things now?

Scoring / Ratings

Please use the attached scale to score each question. Indicate how well the candidate's responses reflect their competency and score out of 5 on the scale.

1	2	3	4	5
Strong evidence skill not present	Evidence skill not present	Evidence skill is present	Strong evidence skill is present	Very strong evidence skill is present
Unqualified	Less Qualified	Fully Qualified	Highly Qualified	Super Star

1. What interests you in the Primary Care Network Lead position?

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SCORE _____ x 5 = _____

Competency: Leading Self (Leadership)

2. Tell us about yourself?

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SCORE _____ x 5 = _____

Competency: Leading Self (Leadership)

3. What would you do in the first month of your new job to establish effective relationships?

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SCORE _____ x 5 = _____

Competency: Engaging Others (Leadership) | Question Type: Knowledge or Opinion

4. Give an example of when your initiative resulted in success.

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SCORE _____ x 5 = _____

Competency: Initiative (Self Management) | Question Type: Behaviour Based

5. Walk us through an example of where you've enabled change.

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SCORE _____ x 5 = _____

Competency: Managing Change (Service Delivery) | Question Type: Behaviour Based

6. Describe a major project you have recently led. What was your approach to its planning and implementation? What were the results?

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SCORE _____ x 5 = _____

Competency: Impact & Influence (Leadership) | Question Type: Behaviour Based

7. What is your approach to decision-making? Can you give us an example of when you have utilised this approach effectively?

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SCORE _____ x 5 = _____

Competency: Analytical and Conceptual (Cognitive Abilities) | Question Type: Knowledge or Opinion

8. Tell us about a situation where you had to make a decision that required careful thought. What did you do?

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SCORE _____ x 5 = _____

Competency: Problem Solving (Cognitive Abilities) | Question Type: Behaviour Based

9. Describe a situation which required a multi-dimensional communication strategy?

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SCORE _____ x 5 = _____

Competency: Verbal Communications (Communications) | Question Type: Behaviour Based

10. Getting the job done sometimes requires persistence in the face of obstacles. Tell us about a time when you were very persistent in order to achieve goals.

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SCORE _____ x 5 = _____

Competency: Goal Focused (Service Delivery) | Question Type: Behaviour Based

TOTAL SCORE

Enter total of all scoring results below.

TOTAL = _____

Closing

"Is there anything we haven't asked you that you want to tell me before we conclude today?"

"Do you have any questions for us?

The Interviewer should:

☐ provide an idea of when the candidate will be contacted about next steps in the process.

☐ offer a sincere "thank you" for coming in and spending time together and their interest in the job.

Extend no job offers at this time.