

## **BEHAVIORAL BASED INTERVIEW QUESTIONS**

Give me an example of a time when your attention to detail helped you avoid making a mistake.

Describe a situation in which you did “all the right things” and were still unsuccessful. What did you learn from the experience?

What was the biggest conflict you have ever been involved in at work? What was your role and how did you respond?

Tell us about a time you led a team that had one or more unproductive/negative members. How did you find out about the unproductive member(s)? What did you do and how did it work out?

Describe a situation where you were able to influence a group of peers to make an unpopular decision, but one you believed to be right.

Tell us about a situation in which you had to adjust to changes over which you had no control. How did you handle it?

Describe a time that you volunteered to expand your knowledge at work, as opposed to being directed to do so. What compelled you to seek out the opportunity?

Discuss a time when you met resistance with implementing a new idea or policy to a work group. How did you deal with it and what happened?

Tell us about a time when you built positive relationships quickly with someone under difficult conditions.

Describe a time when you handled a crisis at work. What was it and what was your role in resolving the crisis?

As you work with internal and external customers, how do you go about building trust and gaining confidence with those colleagues/clients?

Describe a situation in which you recognized a potential problem as an opportunity.

Tell us about a time you had to solve a problem with no rules, guidelines, or policies in place to guide you.

Describe a time when you came across questionable business practices. How did you handle the situation?

Tell us about a time when you and a supervisor disagreed and how the issue was resolved.

## **OPEN ENDED INTERVIEW QUESTIONS**

What have you learned about our institution and department in preparing for this interview?

How does this position fit into your overall career goals?

What attracted you to LSU Health New Orleans?

What are you hoping to gain from this opportunity that you are not receiving in your current role?

What qualities or experiences make you the best candidate for this position?

What are your core values and how do you apply this to your work?

On the basis of the information you have received so far, what do you see as the major challenges of this position, and how would you address them?

How would you describe your leadership and management skills and style?

What performance standards do you have for your unit and how do you communicate these standards?

How do you keep your staff informed about information that affects their jobs?

Discuss the committees on which you have served and the impact of these committees on the organization where you currently work.

How would you describe your ideal work environment?

What was the most useful criticism you ever received?

Please share with us your philosophy about customer service in a highly regulated environment such as this one and give us some examples of service that illustrate your views.

How do you feel about diversity in the workplace? Give us some examples of your efforts to promote diversity.

What, in your opinion, are the key ingredients in guiding and maintaining successful work relationships?

How did the culture at your last company empower or disempower you?

What were the characteristics of the best boss you've ever had?