

## Interview Questions Master List

### Experience

1. Do you have any experience with mentoring and/or case management?

### Interpersonal Effectiveness

1. Give a specific example of a time you had to deal with an upset co-worker, patient, or other customer. What was the person upset about and how did you handle? What was the outcome?
2. How do you support a person who does not share your ideas, values, or beliefs?

### Contributing to a thriving work climate

1. Tell me specifically what you have done to create an atmosphere of trust and empowerment within your sphere of influence. What tangible results have you seen from your efforts?
2. In your opinion, what is the best way to communicate with your supervisors?

### Emotional Intelligence

1. Describe a situation that required you to really listen and display compassion for another person who was telling you about a personal or sensitive situation.
2. Describe for me a time you were able to transform your anxiety or negative emotions into positive emotions and actions.

### Listening

1. Sometimes people hear but don't listen. Tell me about a time when you misunderstood someone. Why do you think you misunderstood? How did you resolve the misunderstanding?

### System's Understanding

1. How does the work you are currently doing (job or school/college) affect your organization's/company's ability to meet its mission and goals? Do you think your work is important? If yes, why? If no, why not?
2. Tell me about a time when you failed to look at a problem or issue from a big picture perspective and paid for that.

### Receiving Feedback

1. Describe a situation where you brought forward your ideas to a group, but persons in the group had different ideas from yours. What did you do? What was the result?
2. Provide an example of how you have received feedback and benefited from that feedback.