

Hiring Well: Key Questions David Farrell Asks in Initial Interviews

1. Share with me the nicest thing you've ever done for someone. Do you have any stories to illustrate that you've been compassionate?
2. Who is the nicest person you know and why?
3. What does trust mean to you?
4. Do you always tell the truth?
5. What do you do for fun? What activities do you enjoy when you are not working?
6. What are you most proud of?
7. Tell me about your prior experience(s) in caregiving.
 - a) Where was it?
 - b) How long were you there?
 - c) What are your feelings about the experience there?
 - d) In what ways were you recognized there?
 - e) What were some challenges that you encountered there?
8. Tell me about a time when a resident refused to eat or take a bath. How did you handle it?
9. Tell me about a time you had a conflict with a co-worker. What did you do?
10. Tell me about a time when you were confronted with a policy that you didn't believe in. How did you handle it?
11. Tell me the first names of three elders you had a close relationship or friendship with in your last job? (Note their reaction and speed of remembering the elders' names.)
12. Of all the work you have done, where have you been most successful?
13. What motivates you?
14. Can you provide us with a copy of your last performance review and current attendance record from your last or current place of employment?

If the candidate answers these questions (or the ones you choose to ask) to your satisfaction, walk them through the facility so that you can see how they react and interact. Here are some things to be on the lookout for:

1. Does the candidate greet everyone warmly as they pass them?
2. Does the candidate look people in the eye when greeting and speaking to them?
3. Does the candidate appear to enjoy interacting with others?
4. Does the candidate exhibit active listening skills?
5. Does the candidate appear confident, poised, and relaxed?

Count the number of smiles the person has during the interview. A simple way to count the smiles is by marking an "x" under each smiling face on the page where you keep your interview questions and notes.



Adapted from *Leaders in Long-Term Care: What You Do Matters* by David Farrell, Health Professions Press, 2011.

