Rev Up Your Hiring Practice

Culture fit is not the only factor to consider when hiring the right people, but it sure is important if you want to have kind, caring and engaged employees. *Here are three best practices that will drive your current hiring practices forward:*

Form a Hiring Committee that Includes Employees and Residents

Who better to evaluate a potential new team member than a resident, or a trusted team member? Residents and/or team members can help you in your screening process. If they don't pass the resident test then it's probably a safe assumption that they lack certain skills when it comes to good customer service, including being approachable and having a positive mindset towards their work.

Create a List of Skills and Attributes that Fit Your Culture

There are many technical skills that might be required for a particular job, but all too often employers are not checked for culture-fit attributes. Here are a few of our favorites along with corresponding sample interview questions:

Positive Attitude
- *What are the most positive aspects of your previous work environment?*
- *What is the single most important factor that must be present in your work environment for you to be successful and happy?*

Successful Team Building
- *What is your preferred work style - do you prefer working alone or as part of a team?*
- *How would your former coworkers describe your work style?*

Developing a Rapport with Managers
- *How have you worked best with past managers?*
- *Describe the management style that motivates you and inspires you to do your best work.*

Utilize Value Based Interview Questions

What better way to find the right employees then to align them with the company's existing values!? Employees whose personal values fit with the organizations connect them to the mission. Recently while working with one of our clients, Functional Pathways, we created a resource that focused on their own company values. *Try using this resource to create your own Value Based Interview Questions.*

This article was written by staff member Allison Duda.

Drive
info@cultureoutcomes.com
732.722.8417
www.cultureoutcomes.com

Create Your Own Value Based Interview Questions

Sample Values	Sample Questions
Relationships	• Describe a situation when it was critical that you establish an effective working relationship with either an individual or group, outside of your own department, to complete an assignment or deliver a service? • Describe a time when you put your needs aside to help a co-worker understand a task. • Tell me/us about a time when you improved a process by creating a cross-functional team. • Give an example of a time when you were part of a great team
Responsibility	• Describe a situation when your work did not meet your patient (or customers), coworker or supervisor's expectations. • Have you ever been in a situation where your role or responsibilities haven't been clearly defined? What did you do? • Tell me/us about a time when you had to conform to a policy or procedure you did not agree with. • Tell me/us about a situation where you had to remain calm when dealing with an agitated patient (or customer)
Self-Improvement	• What responsibility have you taken in the past 24 months to develop your own knowledge and skills? • How have you kept informed of competitive trends in order to identify opportunities? What resources do you/would you use? • What are your goals for personal development? What steps have you taken to accomplish these goals? • Describe a time when you volunteered to take on something new so that you could learn from it.
Innovation	• What have you done to introduce change or redefine the way work gets done in your area? • Tell me/us about a time when you had to step away from traditional methods to solve a difficult or complex problem. • Give an example of how you solved a problem in a unique way within the past 18 months. • Describe an example of a time when you had to approach people (with different perspectives) for support or cooperation.
Commitment	• Describe a situation when you struggled to follow through on a commitment that was especially challenging. • Tell me/us about a time when someone else neglected or failed to deliver on their work commitments and it had a negative impact on your productivity. • Can you give me/us a recent example of how you displayed loyalty or commitment to your team? • Tell me/us about a time when you had to deliver on a commitment that was difficult for you.
Passion	• When have you been most satisfied in your work? • What's a big question in our field you'd like to solve and why? • How do you find others in your profession to connect with? • What attributes do you look for in a company when you want to apply for a position?

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