## Emphasizing Positive Client Interaction In Employment Interviews.

1. **Clinic considers interpersonal skills as a primary component of all job descriptions. All employees are evaluated on their communication skills. We are going to ask you to respond to a few scenarios. Please tell us exactly what you would say.**

**Example A:** A Patient says “I have had it with this place. Every time I come here I wait 2 hours to see the doctor for 15 minutes!”

**Example C:** A patient says to you: “I guess this is just what you get when you have Medi-Cal.”

***Great sign:*** *Do candidates**say the patient/employee name and acknowledge feelings? Do they apologize: ‘I am so sorry this is happening’? Do they offer solutions, empower: give the client choices? Do they indicate the complexity of interpersonal relationships, or do they give simplistic answers?*

1. **Clinic has a corporate standard of greeting every patient, every time, with a smile, eye contact, and verbal greeting. Please discuss what you think the barriers to doing this might be, and how you would achieve this expectation with every patient, every time.**

***Purpose:*** *Is the candidate able to think on their feet? Can they come up with possible barriers and viable solutions to these barriers in a short amount of time?*

***Warning sign:*** *The candidate cannot identify any barriers or solutions.*

***Decent sign:*** *The candidate identifies one or two barriers but has a hard time coming up with viable solutions.*

***Great sign:*** *The candidate identifies several barriers and gives several different solutions to overcome barriers.*

1. **What do you think impressive Customer Service looks like?**

***Purpose:*** *To evaluate whether what the candidate describes looks like the CARE model (Connecting, Appreciating, Responding, Empathizing). Look for specifics “greeting, eye contact, smiling, attentiveness, responsiveness,” Generalities are not good answers, e.g., ‘be nice to people’*

1. **Tell me about the last time a customer or co-worker got mad at you.**

***Purpose:*** *Evaluate the candidate's interpersonal skills and ability to deal with conflict.*

***Warning sign:*** *The interviewee cannot give an example, or indicates blame and responsibility for rectifying the situation on the other person.*

***Decent sign:*** *The candidates focus on how they acknowledged and addressed the problem, not on who was to blame.*

***Great sign:*** *The interviewees take responsibility, even if it wasn’t their ‘fault’. They acknowledged the other person’s upset, and didn’t go straight to ‘fixing’ They also can acknowledge the other person’s feelings, and take responsibility for fixing the mistakes, (even if they didn’t cause it) and learn from experience.*

***Important addition if this is a front office position:***

1. **Do you consider yourself an outgoing person who likes to be around a lot of people or more someone who prefers to be with just a few people you know well?**

***Purpose:*** *Reception is our front line of customer service, and the clinic should be looking for outgoing people only for this position. The ideal candidate is someone who could connect with anyone at a party, who likes to socialize, even with those they don’t know well.*

*Notes:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Courtesy of Golden Valley Health Centers, California*