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**NAME OF APPLICANT**

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**POSITION APPLYING FOR**

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**POSITION REQUISITION #**

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**EMPLOYMENT SPECIALIST**

**RATING Outstanding**

**Exceeds Expectations**

**Meets Expectations**

**Needs Improvement**

Critical Success Factors

ORIENTATION TO SERVICE

**Can you tell me about a time when you provided excellent customer service by going beyond your primary job responsibilities?**

PROMPTS:

* Please describe the situation.
* What action did you take?
* What was the outcome?
* Can you provide another example? *(repeat prompts)*

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**Can you tell me about a time when a customer’s dissatisfaction with a service was brought to your personal attention?**

PROMPTS:

* What was the dissatisfaction?
* What action did you take?
* What was the outcome?
* What would you do differently?
* Describe how you think your job role is connected to the delivery of patient centered care.

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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CONFIDENTIALITY

**You receive a call from your manager directing you to prepare information about a reorganization of departmental functions\* without the knowledge of the individual(s) being impacted. Several hours later, a co-worker pulls you aside and whispers, “Have you heard anything about a plan to reorganize the department?”**

\*Interviewer may substitute departmental functions from the following:

* Position elimination
* Reallocation of space
* Employee termination
* Departmental phase-out
* Outsourcing services provided by your department?

PROMPTS:

* How would you respond?
* What might you say?
* What might you do?
* What criteria would you use to determine if something was confidential?
* How did you respond to similar situations in the past?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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TEAM WORK

**Tell me about a time in your professional experience when you have been a member of a work team in which differences of opinion developed about how the work was assigned or completed.**PROMPTS:

* What were the differences of opinion?
* What role did you play in the situation?
* What action did you take?
* What was the outcome?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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

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**Describe the single most important accomplishment that you have achieved or been a part of within the past year.**PROMPTS:

* Were others involved in this accomplishment?
* If so, what was particularly rewarding about this experience?
* Can you describe an important accomplishment that occurred more than a year ago?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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CHANGE MANAGEMENT

**Can you describe a significant change that occurred in your former work environment?**

PROMPTS:

* How did the change impact you?
* What did you do to manage or cope with the change?
* What was the outcome?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**Please cite an example of how you influenced the behavior of a peer in your past work.**

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**What skills/behaviors/attitudes will you bring to this position?**

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**What expectations do you have of the UW as a future employer?**

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ROLE PLAY

***Use the example below or a common situation that a person in the position would typically encounter and role-play with the candidate to assess how they respond to the situation.***

*ROLE PLAY EXAMPLE:*

*In this scenario, you receive a telephone call from the manager of another department complaining about the number of errors in the report you submitted.*

*Staff Member #1: (Answering the telephone):*

*“Good afternoon. University of Washington. This is (insert your name) speaking. How may I help you?*

*Staff Member #2: (Sounding annoyed and rushed):*

*“Yeah, (name of applicant), this is (name of interviewer). I got the report you sent me. There are at least three errors in it and I’m not even sure that some of the data is current. I have to have my report in by 3:00 p.m. today using the information you sent me.”*

*Staff Member #1: (How would you respond?)*

**COMMUNICATION**

PROMPTS:What would you do and say? What questions might you ask?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**ORIENTATION TO SERVICE**

PROMPTS:What would you do and say? What questions might you ask?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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**CREATIVE PROBLEM SOLVING**

PROMPTS:What would you do and say? What questions might you ask?

**RATING: Outstanding Exceeds Expectations Meets Expectations Needs Improvement**

**COMMENTS:**

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Summary Comments

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**CANDIDATE IS: Recommended Not Recommended**

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**FORM COMPLETED BY**

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