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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.
* Please describe your involvement, that is, what exactly did you do?
* What was the outcome?
* Can you think of another example of a time when you provided excellent customer service beyond your primary job responsibilities?
* What is your personal definition of “patient centered care?” Why do you want to take care
of sick and distressed people? What circumstances in your life have shaped the evolution of your philosophy of patient care?

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

**COMMENTS:**

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**Describe a situation when you encountered an irate customer or co-worker.**

PROMPTS:

* Describe how you handled the situation.
* What was the outcome?
* If the encounter were to reoccur, would you handle it differently? If yes, what would
you do differently?

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

**COMMENTS:**

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

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SELF-MANAGEMENT AND CAPACITY FOR SELF-EVALUATION

**It’s your first day on your new job and your supervisor is pulled away for 2-3 hours on an emergency. You have been left alone to acquaint yourself with your new job and department.**

PROMPTS:

* What would you do?
* What kind of information would you seek to better understand your new job?
* What type of assistance could you offer on DAY ONE in your work unit?

**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:

* How would you describe the involvement of others in this accomplishment?
* If so, what was particularly rewarding about this experience?

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

**COMMENTS:**

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**Tell me about a time when you realized you would be late for work.**

PROMPTS:

* What did you do about it?
* How many times a year can you expect to miss work before it would be a problem?

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

**COMMENTS:**

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

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**Please give me an example of a job that you really enjoyed.**

PROMPTS:

* What kind of tasks were you given to do?
* How did you work with other employees to complete the task?
* What was your relationship with your supervisor?
* Sometimes people find it easier to do the enjoyable parts of a job while ignoring the parts of a job that are not enjoyable. Can you talk about your experience in completing the less enjoyable portions of a job? What do you think makes the less enjoyable parts of a job as important to do as well as those that are?

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

**COMMENTS:**

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ABILITY TO FOLLOW DIRECTIONS/CONFLICT RESOLUTION

**Your manager and you disagree on how a difficult situation should be handled. After much discussion, your manager clearly communicates how he/she wants you to handle the problem. Upon leaving the manager’s office, your coworkers want to know where you stand on the issues.**

PROMPT:

* How would you respond to your co-workers’ inquiries?

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

**COMMENTS:**

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**Have you ever been in a situation in which you and your manager disagreed?**

PROMPTS:

* What was the nature of the disagreement?
* How did you handle it?
* What was the outcome?

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

**COMMENTS:**

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SAFE WORK

**Can you give me an example from a past job situation of a safety concern associated with the type of work you did?**

PROMPTS:

* What did you do?
* Who do you believe is most responsible for making sure safe work practices are followed?

**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 are standing in a corridor waiting for a colleague. An older couple approaches you. The man is having difficulty walking and is holding on his wife’s arm. Your role is to play the staff member.*

*Male Patient: “Excuse me. I’m here to see Dr. Friend. I know his office has moved but I’m not sure where he’s located.”*

*Staff Member:*

*“Do you know what clinic he’s with?”*

*Patient’s Wife:*

*“He used to be on the sixth floor. This place is so darn big!! (He’s slightly exasperated). All we ever do is get lost and then we have to wait so long when we finally get there.”*

*Staff Member:*

*(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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**DATE**