

## Skills and Experience

Question number	Question
1	Tell me briefly about your current role and previous experience to date, focusing on experience relating to the role you have applied for?

## Commitment to Quality

Question number	Question
1	What is your understanding of this role and what are the main drivers/influences in this role?
2	What would you do if tasks weren't completed by the end of the day?
3	Given the range of emotions you expect to see from Service Users and Carers, how would you display compassionate care?
4	Describe a time when you have had to deal with a difficult/challenging patient or situation and how you handled it, this could be a personal or work situation?
5	During your shift a patient tells you there has been a mistake with their medication, what would you do?
6	Describe a time when you provided excellent care to a Service User (or an excellent service to a department – for corporate roles)?

## Respect

Question number	Question
1	Give an example of when you were faced with a situation that you felt was inappropriate, what did you do?
2	As a Service User, give 3 qualities/values that I would want you to demonstrate?
3	When caring for a patient how would you understand/empathise with them?
4	You overhear a colleague speaking in a derogatory manner about a Service User/Colleague, what would you do?
5	You see a colleague acting discriminatory, what would you do?
6	What does respect feel like to you?

## Involvement

Question number	Question
1	How can you encourage people at work to share ideas?
2	How can you ensure that people's contributions are valued?
3	Which internal/external stakeholders would you expect to engage with in this role?
4	There is new member of staff starting with your team, how do you make them feel included within the team?
5	How would you explain complex or controversial plans in a way that keeps people engaged?
6	How would you involve people in improving ways of working (this could be staff, patients, carers)?

## Wellbeing

Question number	Question
1	How might you address stressors for yourself and others?
2	Think of a situation personally or at work where you found it difficult to cope, what did you do and what did you learn?
3	How do you define wellbeing in the workplace?
4	Give examples of how you support your colleagues?
5	A patient/colleague tells you they are being bullied, what would you do?
6	Describe a time when you have taken shared responsibility for team members wellbeing?

## Teamwork

Question number	Question
1	What does teamwork mean to you?
2	What qualities would you bring to the team?
3	How do you contribute to high performing, enthusiastic and effective team working?
4	How would you respond to a Service User if you did not know the answer to a question?
5	How would you help to create a united team with a common purpose?
6	How would you identify and draw on your teams hidden strengths?