

## Interview sample questions

This is a list of sample interview questions you can use and customize for your specific needs. Consider the job description when deciding which questions to ask your candidates and maintain government regulations and human rights legislation by avoiding questions unrelated to the job.

### Question Set #1: Opening Statement/Presentation

- Please introduce yourself, describe what interests you about this position and what knowledge, skills, and experience you would bring to the position.
- How would this position differ from other positions you have held?

### Question Set #2: Career History & Key Accomplishments

- Can you describe your responsibilities at [organization]?
- What made you decide to move to [position]?
- Why are you leaving your current job?
- What would you highlight as your key accomplishment as a [position]?
- If I called your supervisor, what would he/she say about you?
- What are your strengths? What are your weaknesses? (Ask for examples.)

### Question Set #3: Personality & Behavioural Situations

- How would you describe your key strengths and areas for improvement?
- How would you define your management and leadership style?
- Do you have experience that required [X]?
- How would you approach your first 100 days on the job?
- How would you define success after 3 years in the role?
- (If applicable) What will be your strategy for building trust and engagement with the staff?
- How do you define teamwork?
- What would you consider to be a great workplace?
- Describe your work style?
- How do you handle pressure at work?

## Question Set #4: Specific Examples of Experience in Key Areas

- Do you have any experience working with [X]?
- What is your experience with building collaborative partnerships?
- Do you have any experience working with and building relationships with [Indigenous communities]?
- What is your understanding of [X]?
- How would you describe the potential challenges you may face stepping into the role?

## Other Questions

- Can you commit to work occasional overtime? (Ask this is the office hours may require the employee to work overtime or irregular hours.)
- What would you do if you believe your supervisor is wrong about your performance?
- What would you do if you believe your co-workers were doing something wrong?
- What kind of supports do you need to do your job well?
- What are your short-range plans?
- Why should we hire you?
- What is your salary expectation?
- Can you tell us about the tasks that you disliked most in your previous job?
- What did you like most about your present or previous job?
- Did you improve any procedures in your last job?

## Sample Interview Questions for Job-Sharing Nursing Positions (from CMA Joule)

Ensure that the candidate has received a job description and a list of office policies prior to interview.

### General Introduction

- We have reviewed your CV. Is there anything you would like to add to it?
- Clarify any questions from CV.
- May we call your references? (Get phone numbers.)
- Do you have any questions from the job description or office policies we have provided?
- Could you tell us about yourself and your professional experience to date?
- Have you worked in a family practice office before?

- If not, what exposure to family medicine and pediatrics did you have during your training?
- Why do you want to work in a physician's office?

### **Evaluation of Experience and Office-Based Skills Nursing Procedures**

- Do you have experience with the following:
  - Chem strips.
  - IM, SC, and SD injections and immunization protocols.
  - Allergy injections and protocols.
  - TB testing.
  - Infection and sterilization procedures or protocols for instruments/speculums, etc.
  - Using an autoclave.
  - Using an ear syringe.
  - Liquid N2 treatment for warts.
  - Changing packing for small abscess care.
  - Spirometry Nursing Phone Management.
- Do you have experience in triaging phone calls from patients to decide if they should be seen as a same-day patient?
- Do you have experience with dealing with pediatric problems: fever, rashes, feeding problems?
- Are you experienced and comfortable with giving injections to babies and children?
- Do you have experience in making callbacks to patients, to give them abnormal lab reports and to offer them a follow-up visit?

### **Office IT and Communications Systems (from CMA Joule)**

- Do you have experience in computer billing and software, and patient registration? If so, what systems?
- Word processing and typing speed.
- Use of fax machine, photocopier, phone system with intercom.
- Use of debit machine.

## Experience with Confrontational Patients (from CMA Joule)

- You take a call from a patient who is very upset that they have received a bill for missing their pre-booked checkup. They become verbally abusive on the phone. How would you handle this?
- A patient arrives 10 minutes before their appointment and now has been waiting for 40 minutes in the waiting room. The doctor sees three other patients who arrived after they did, but have been shown in for their appointments. The patient gets angry and demands to be seen now. The patient becomes agitated and noisy in the waiting room and verbally abusive to you and the receptionist. What would you do?
- A parent will not hold their screaming child appropriately for you to give a shot. Another parent persists in trying to negotiate with their crying 2-year-old so you can give the shot. We are behind, the child is screaming. What should you do?

## Interviewee questions

After asking your questions, ensure you provide time for the candidate to ask any questions they may have about the role. In anticipation of potential questions the interviewee may have, ensure that you are aware of the following:

- Why is the position being filled?
- What are the key behaviours and competencies for this position?
- What are the dynamics of the team this position is a part of?
- What type of person might work well with this team or organization?

### **Example:**

Those are all the questions I have for you. Is there anything you would like to ask me about the position or the organization to help you make a more informed decision about whether this is the right fit for you?