

VALUES BASED RECRUITMENT TOOLKIT

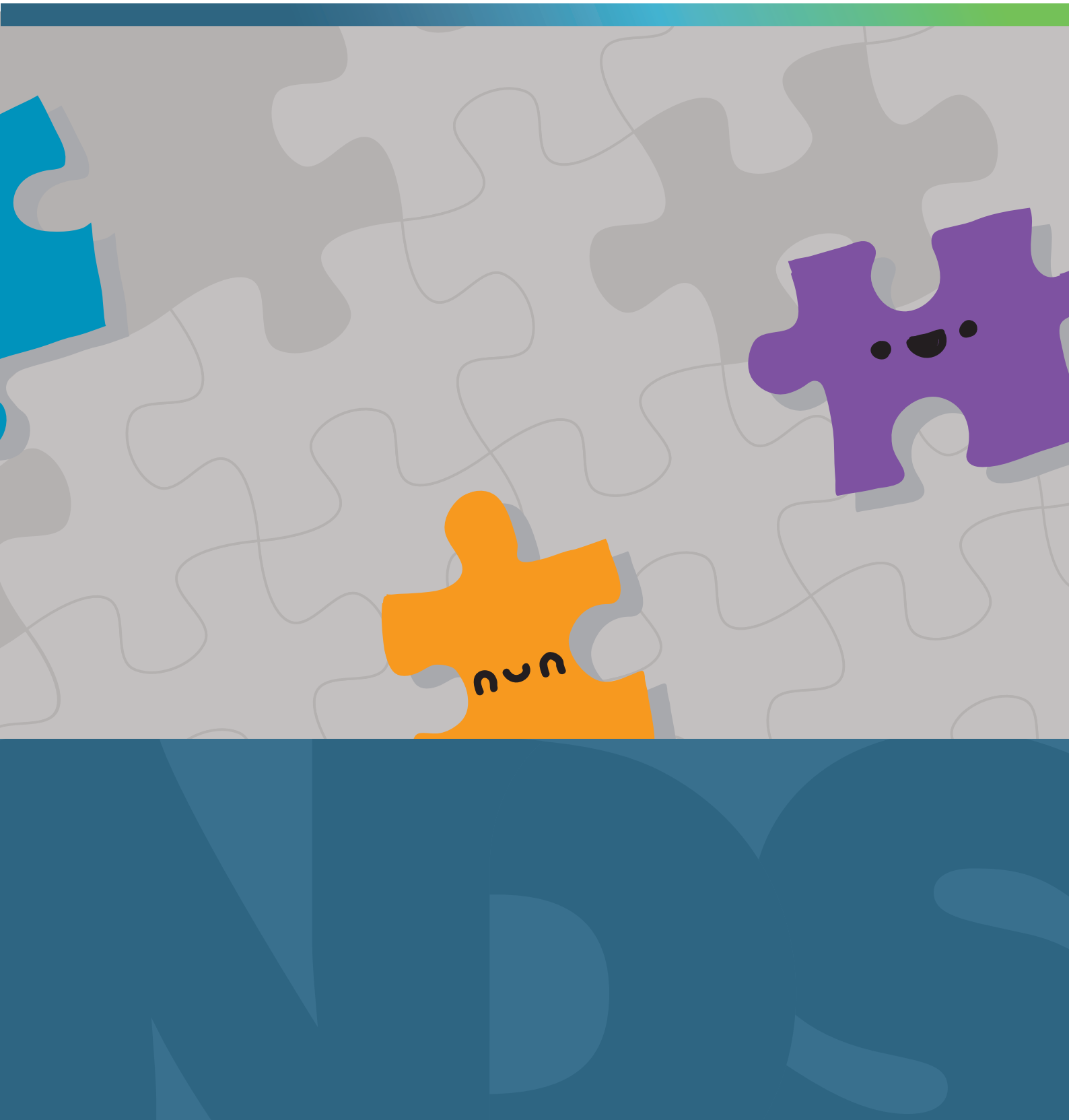
VBRT



TOOLKIT
RESOURCE

QUESTION BANK

BEHAVIOURAL INTERVIEW QUESTIONS



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QUESTION BANK

BEHAVIOURAL INTERVIEW QUESTIONS

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NOTES ON THE QUESTION BANK

This Toolkit Resource provides suggested behavioural interview questions. These are designed to elicit responses from applicants that demonstrate their level of alignment with each of the five values that demonstrate a commitment to person-centred practice referred to throughout the Toolkit.

Questions can be selected and used as they are, or edited to suit an organisation's need and the nuances of the position.

VALUE REFERENCE: RESPECTFULNESS

We work to develop and empower the people we support to speak and act for themselves. We do this by actively listening to their comments and concerns, noticing their cues, and by acting on what we observe. We defend the rights of those whom we support and encourage others to listen to and respect them.

- Tell me about a situation when you had to speak up (be assertive) in order to get a point across that was important to you or crucial to your client or customer.
- We all find ourselves in stressful situations at work when keeping a positive attitude is most useful. Tell me about such a time and how did it turn out?
- Tell me about a time when you felt compelled to immediately address a difficult situation with your boss or supervisor when others wouldn't. (You had to do the right thing.) What happened? What was the outcome?
- Tell me about a time when you were under extreme pressure and remained calm and focused at work.
- Tell me about a time when events collided or you were expected to accomplish much in a short time, but you were able to keep your composure. What was the situation and result?
- Tell me about a time when you had to make a split second decision. What skill did you use to keep your composure? What was the outcome?
- Tell me about a time when you had to deal with an uncomfortable situation at work. How did you manage it?
- Describe a time when you were proud of your ability to withhold your comments until you had all the facts. What was the result?
- Tell me about a time when you were sensitive to how another reacted in an emotional or tense situation. What did you do? What was the outcome?
- Tell me about a time when you volunteered your help to someone in need. How did they react? How did it turn out?
- Give me an example of a time when your positive attitude caused others to be motivated or energised. What was the situation? What was the result?

VALUE REFERENCE: ACCOUNTABILITY

We accept that all of our actions affect the lives of the people we support. In accepting this responsibility, we aim to prioritise the needs of the people we support and actively pursue their input in the decisions we make and the activities undertaken.

- Describe a situation when your work did not meet your co-worker or supervisor's expectations. What happened? What action did you take?
- Tell me about a time when you had to deliver on a commitment that was difficult for you. What did you do to motivate yourself?
- Have you ever been in a situation where your role or responsibilities haven't been clearly defined? What did you do?
- Tell me about a time when you had to conform to a policy or procedure you did not agree with.
- Tell me about a time when you disagreed with a customer, supervisor, or client. What did you do to resolve the conflict? What was the outcome?
- Tell me about a time when your success depended on your prior working relationship with a service user. Describe the situation and the outcome.
- Tell me about a time when you went the extra mile to meet the needs of a customer service user.
- Tell me about a time in your previous job when you accommodated the client or customer even though it was more work for you or went against your instincts. What was the result?
- Tell me about a situation where you had to remain quiet when dealing with a hostile person. How did you handle the situation?

VALUE REFERENCE: COLLABORATION

We learn from each other and share our skills and resources across organisational boundaries for the benefit of the people we support. We support each other generously to achieve the right outcomes for the people we support and our organisation.

- Tell me about a time when someone else neglected or failed to deliver on their work commitments and it had a negative impact on your productivity. How did you react? What was the outcome?
- Collaborative work relationships often ease tension and facilitate productive relationships. Can you give me a recent example where you intentionally enhanced a relationship to get a job done?
- Tell me about a time when you needed additional information from other people to make an informed decision. What did you do? How did this impact the outcome?
- Describe a time when you put your needs aside to help a co-worker understand a task. How did you assist them? What was the result?
- Tell me about a time when you improved a process by creating a cross-functional team. What was the issue and how did it turn out?
- Can you give me a recent example of how you displayed loyalty or commitment to your current work group? Why was this act important to you? What was at stake?
- When were you part of a great team? What were the circumstances? How did you contribute?
- Tell me about a time when you disagreed with your team's agreed course of action. What did you do?
- Tell me about a time when you coached a co-worker to help them improve their skills or job performance. What did you do?
- Describe a situation where you helped motivate someone to improve his or her performance. What was the outcome?
- In a supervisory or group leader role, tell me about a time when you had to discipline or counsel an employee or group member? What was the nature of the discipline? What steps did you take?
- Describe a situation where you had to deal with someone who didn't like you (or you didn't like). How did you handle it?
- Tell me about a time when you had to use coping strategies when dealing with a high pressure situation?
- Tell me about a time when you found yourself on unfamiliar territory: a new situation. How did you adapt to this situation? What was the eventual outcome?
- Occasionally our work is judged or criticised unfairly or our intent is misunderstood. Can you tell me about a recent situation that fits this description? How did you react?
- Tell me about a recent difficult work situation. How did you approach this situation? What was the outcome?
- Tell me about a time in the past year when your patience was tested with co-workers, customers, or supervisors. How did you handle the situation? What was the result?
- We all get angry or frustrated from time to time. Give me an example of how you reacted in a recent situation.

VALUE REFERENCE: RESOURCEFULNESS

We apply our creativity across all aspects of our business and work. We actively seek to solve complex problems alongside people with disability and their families with an attitude of experimentation and a desire to always be better. We are guided by the need to provide appropriate services to benefit the people we support.

- Tell me about a situation where you had to adjust quickly to changes over which you had no control. What was the impact of the changes on you?
- Tell me about a time when you had to change your point of view or your plans to take into account new information or changing priorities.
- Describe an example of a time when you had to approach people (with different perspectives) for support or cooperation. How did you appeal to each person? What was the result?
- Describe a situation in which your first attempt to pitch an idea failed. How did you react to this? What other approaches did you try?
- Tell me about a time when your work effort didn't go as planned (blocked by obstacles). How did you resolve this issue? What was the outcome?
- Tell me about a time when you had to accommodate unplanned activities or demands.
- Tell me about a time when you had to adapt quickly to changing conditions to accurately complete your job. What were the circumstances?
- Tell me about a time when you had to work in a chaotic or noisy environment. How did you deal with this situation? How did you ensure your productivity and accuracy in this environment?
- We can sometimes recognise a small problem and fix it before it becomes a major problem. Give an example of how you acted to prevent a larger problem from occurring.
- What was the most difficult work problem you ever faced? How did you address the problem? What were the results?
- Tell me about a time when you used fact-finding skills to solve a problem. What was the situation? What was the outcome?
- Tell me about a time when you had to step away from traditional methods to solve a difficult or complex problem. Can you describe your approach? What was the outcome?
- Tell me about a time when you had to respond quickly to a crisis situation. What were the circumstances? What was the final outcome?
- Give me an example of how you solved a problem in a unique way within the past 18 months.

VALUE REFERENCE: INTEGRITY

Our actions and intentions are clear and transparent. We value openness and honesty in the way we communicate. We are true to our word – what we say is what we do. We follow through with our promises. We do what's right regardless of who will notice our actions.

- Tell me about a time when you missed an obvious solution to a problem. What was the outcome?
- We all learn through our mistakes. Tell me about a time when you confronted a co-worker or supervisor because you knew they were making a mistake. What was the issue and how did it turn out?
- Tell me about a time when you had to collaborate with another to resolve a conflict that initially felt uncomfortable, but actually turned out better than you anticipated.
- Tell me about a time when you perceived friction or resistance from a co-worker, supervisor, or client and you immediately addressed this issue to enhance your working relationship. What happened? How is your relationship today?
- Tell me about a time when you felt compelled to express an unpopular viewpoint to maintain your integrity. What did you say and how did you say it?
- Tell me about a time when your active listening skills really paid off. Perhaps a situation when others missed a key idea or issue.
- Some situations require us to express ideas or opinions in a very tactful and careful way. Tell me about a time when you were successful with this particular skill.



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DISABILITY SECTOR