



Service Company of the Harris County Medical Society

# Medserv

# Tools for completing your team

## Asking the right interview questions leads to good hiring decisions

Hiring the wrong employee is disruptive and expensive. Often in hindsight, when analyzing an unsuccessful hire, many employers realize that they missed asking some key question during the interview process. Usually, the missed questions fall under two categories, behavioral style questions and questions that focus on quantifiable achievements. Behavioral questions shy away from binary responses of yes/no and instead are intended to solicit rich examples that will give you a great insight into the personality, integrity, temperament, and level of expertise of the candidate. Questions that focus on quantifiable achievements will reflect the candidate's true accomplishments. Both types of questions can be made to fit your specific needs.

### Sample behavioral questions include:

- "At your last job, describe the steps you followed when scheduling a surgical procedure." This is a better question than, "Do you know how to schedule a surgical procedure?"
- "Tell me about a time when you had to collaborate on a project with a new co-worker. What was the result?" Instead of "Are you a team player?"
- "Describe your least favorite patient." Instead of "Do you enjoy interacting with patients or working in the back office?"
- "Describe what you liked best about a past supervisor." Instead of "Did you have conflicts with your managers in previous positions?"
- "Give me a specific example of an action you took to correct a mistake you made." Instead of "Are you detail-oriented?"
- "Describe a time you were given more work than you could handle and how you prioritized the activity." Instead of "Can you multi-task and handle stress at work?"
- Questions related to quantifiable achievements include:
  - "Describe a process you developed and/or implemented that resulted in decreases in costs or increases in revenue."
  - "Describe a process you developed and/or implemented that increased the efficiency or effectiveness of an existing process."

As you design the interview process, be sure to engage the right staff to develop the right questions. As you brainstorm the questions, start with asking yourself two questions:

1. What skills and personality do you want the new hire to have?
2. What questions can you ask that will provide you the best insight into each candidate's skills and personality?

Article published in the *Harris County Physician Newsletter* February 1, 2016

**Medserv, Service Company of the Harris County Medical Society**

1515 Hermann Drive, Houston TX 77004

713-524-4267