



Interview Questions

To Help You Hire
Superstars
for Your Team



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Hiring a new person is challenging, exciting and nerve-wracking! Balancing the culture of your team with its growth needs is not for the faint of heart.

As you review resumes and conduct preliminary interviews keep in mind that **the candidate should be worthy of working with your team!**

Many times, we hire because we are short-staffed unexpectedly. Your first instinct is to get a live body in the office and you'll train them in your quirky ways. **But remember – we're not looking to fill space but to hire a superstar!**

Would I prefer that these candidates would just walk in off the street with a ray of light shining down on them? Of course! But the reality is **we must be protective of the solid team that is already in place.**

Every new hiring decision should be justifiable not just panic-driven!

The questions you ask of the candidate are designed to bring out thoughtful responses. You only have the phone call and the in-person interview to make solid decisions about him or her. Polite, social questions are great but they don't tell you anything about their capabilities or skills. **Give them situations and let them problem solve their way to impressing you.**

Build your team slowly and with purpose. Bringing on and properly training the right person can add tens of thousands of dollars to your revenue, so take the time in the beginning to select the right candidate. **Odyssey wishes you success as your build your team of Superstars!**

Applicant name: _____ Date: _____

Did they arrive early? Y N Appearance is acceptable? Y N

- 1) Tell me about how your strengths helped you at your last job.
- 2) And how have your weaknesses have hurt your performance?
- 3) Have you had a supervisor that you really appreciated? What were their strengths and weaknesses?
- 4) How were you best able to assist him/her?
- 5) Have you ever worked on a team before? What did you like or dislike about it?
- 6) What types of people upset you personally? How do you handle them? (staff relations)
- 7) Have you ever quit a job before? Why?
- 8) Tell me about a specific goal in your life and how did you achieve it?
- 9) Are you able to work evenings and weekends, if necessary?

- 10) Can you tell me about your typical workday (at your last job)? Please be detailed. How many patients did you see – how many appointments did you make?
- 11) Are there any skills that you don't have that you wish you had? Or needed for a potential job?
- 12) ****Based on the questions and our discussions do you foresee any problems that may keep you from performing the job duties we described?**

Ask them to answer these scenarios. For all of these, ask candidate to address YOU as the patient or manager (#3).

1. If the doctor is running late – how would you tell the patient in the waiting room?
2. A patient calls on the phone and is upset about their bill – how would you handle that situation?
3. If a co-worker complains about you how do you want us to handle it? How would you wish the co-worker had handled it?
4. You've just found out the patient's insurance plan doesn't cover very much. Tell me how you would let the patient know.

****Just make sure they are talking more than you are!! The interview should be 80% verbal answers from the candidate. ****