

Values Based Recruitment Example Questions for Recruiters to ask during Job Interviews

At Wirral University Teaching Hospital we recognise the importance of recruiting new staff to our organisation, that not only have the right knowledge and skill needed for their role but also have the attitude and behaviour that demonstrates the Core Values of our organisation.

Key recruiters are asked to assess attitudes and behaviours, by asking a minimum of two questions from the bank of values based questions below, during interviews. For those interviewed for leadership and line management roles, examples from the additional section should be considered and a minimum of two questions asked during interviews.



	Example Questions
1.	What do you understand by our Trust's Core Value "Caring for Everyone"?
2.	How would you demonstrate this in your role at WUTH?
3.	Describe a time when you have put the needs of others before your own and how you did this
4.	What would be your approach when you come into contact with a patient, visitor or staff member you have never met before?
5.	Can you tell me/us about a time when you have gone the extra mile in showing that you are caring towards others?
6.	Please give an example of a situation where you've spoken up because you had concerns. What was the outcome? How did this make you feel?
7.	Tell me about a time that you feel demonstrates your ability to build successful working relationships with others. What was the positive impact of this?
8.	Tell me about a time that you feel demonstrates your ability to build successful working relationships with others.
9.	Tell me about a time when you feel that your communication skills made a difference to the situation.



	Example Questions
1.	What do you understand by our Trust's Core Value "Respect for all"?
2.	What is your expectation as a new employee about treating others the way you would want to be treated?
3.	What kind of behaviour do you think is disrespectful? How would you deal with this if you experienced it?
4.	Can you tell me/us about a time when you have demonstrated respect for cultural and individual differences of others?
5.	What is your definition of understanding of equality and diversity? How would you promote diversity and inclusion?
6.	How have you/would you handle a situation in which one of your colleagues made a discriminatory remark?
7.	Describe how you would introduce yourself to patients, visitors and colleagues?
8.	Describe a situation in which you were able to use persuasion to successfully convince colleagues of a different perspective whilst taking into account their points of view. What did you do and what was the outcome?
9.	Considering the outcome of the above, if it was successful, why do you think it was successful? If it wasn't successful, why do you think this was the case and what would you do differently?
10.	Tell me about a time when your integrity has been challenged.
11.	How do you ensure that patients are always at the forefront of what you do?



	Example Questions
1.	What do you understand by our Trust's Core Value "Embracing Teamwork"?
2.	What do you believe is important in effective teamwork in a healthcare setting?
3.	What team-working skills and experience could you bring to this role?

embracing
teamwork

	Example Questions
4.	Can you tell me/us about a time when you have experienced poor teamwork? What was the effect and how did you deal with this?
5.	Can you give me/us an example of how you have supported team colleagues?
6.	Tell me about a situation where it is important that you worked as part of a team. Why was it important? What was your role in the team?
7.	If applicable: In this role you will need to work with the minimum of supervision. Describe a recent example which proves your ability to work independently in a proactive way. What were the main challenges? How did you motivate yourself?
8.	Tell me about a time when you have had to handle a difficult situation with a co-worker or between two members of the team. How did you handle this and what was the outcome?

committed to
improvement

	Example Questions
1.	What do you understand by our Trust's Core Value "Committed to Improvement"?
2.	If you identified something that needed to improve, what would be your approach to take this forward?
3.	What is your understanding of taking ownership of things that need to improve?
4.	Tell me/us about a time when you have made an improvement in your work area, role or service and what you did to achieve this?
5.	When improvements are made by individuals, teams, services or the organisation, what do you think is the best way to recognise and celebrate this?
6.	Please describe a situation where you have actively sought a dialogue with a service user and their family to improve the services they receive. How did you go about doing this; what was involved?
7.	What has happened in the past when you've been given feedback on services by a service user, around what they'd like to see change? How did you progress this?



	Example Questions
8.	How would you work with your team to build continuous improvement into services?
9.	Describe to me a time when you have worked to a demanding and challenging target. How did you work towards this?

Additional Questions for Senior Posts	
	Example Questions
1.	What has been your experience of leading teams and what do you think are the key qualities for team leadership?
2.	Can you give an example of team leadership which, on reflection, you could have handled differently now? What would you do, and why?
3.	Describe to me a time when you have successfully worked to a demanding and challenging target. Why do you think you were successful? What did you enjoy about this situation? What did you not enjoy?
4.	What do you see as the challenges of leading and managing a diverse workforce?
5.	What do you understand by the term “reasonable adjustment”? How have you/would you handle a situation where a reasonable adjustment of one employee is affecting the workloads of others or causing unrest in the team?
6.	What do you consider to be the importance of compassionate leadership? How would you demonstrate this?
7.	If your colleagues were to describe your leadership style and behaviour, what would they say about you?
8.	What do you consider to be the key responsibilities of a leader in improving the values based culture in organisations?
9.	How would you approach understanding the issues that staff face and the causes of these issues?
10.	Can you tell us about a time when you showed empathy towards the difficulties others were experiencing. What was your approach? How did you practically help them?