



15 Interview Questions that Help You Hire for Cultural Fit

Human resources systems play a pivotal role in cultivating and preserving a strong culture, beginning with hiring individuals whose personal values and approach to their work aligns with the organizational culture. But how can you vet those who may end up as a drain on your culture versus those who will thrive in it?

Below is a listing of 15 behavioral interview questions compiled from interview question sets from [Planetree Gold Certified](#) healthcare organizations. The teams at these high performing person-centered organizations understand that hiring decisions are among the most consequential drivers of success. These are the questions they use to discern who will not only fill a vacancy, but will truly add value to their culture.

- 1. Give an example of a time when you had to work with someone who was hard to get along with? What made this person difficult? How did you handle it?**
- 2. There are times when patients and family members can be quite demanding. Tell me about a time when you had to manage patient/family expectations in order to avoid unreasonable commitments.**
- 3. Central to our organization's person-centered care philosophy is the importance of communicating with patients about their care so that they can make informed decisions. Tell me about a time when you had to overcome a communication barrier to make sure a patient or family member understood what they needed to know.**
- 4. You are beginning this new job and you have a number of staff members, family members (and residents in long-term care communities) to get to know. Tell me how you start developing relationships.**
- 5. Multiple phone lines are ringing at your station, and a person is standing at the desk. How do you handle this situation or how have you handled this in the past?**
- 6. If you saw someone who appears lost in the hallway, what would you do?**
- 7. Describe how you have handled (or would handle) a patient who was extremely anxious, frightened, or fearful. What did you do (or would you do) to help ease their fear?**
- 8. We all have those days when we struggle to complete everything on time. Describe a time when this has happened to you. What did you do?**



9. Can you provide me with an example of when you were faced with a customer who was complaining, angry, or difficult? Why were they so angry or upset? How did you handle that situation?
10. The healthcare profession can be physically, emotionally, and mentally taxing. Tell me about a time when you endured a stressful situation at work. How did it affect you? What characteristics about your personality have helped you manage stress?
11. Describe a situation when you had to deliver bad news to a patient. What did you say? How did patient react? How did you feel?
12. Describe a time where you came up with an innovative solution for a problem at work. Follow up: How did you approach your supervisor and how did your co-workers respond to the idea?
13. Our technology is state of the art, how would you ensure that the human interactions with your patient remain the focus?
14. Given the job you are applying for, how could you personally improve customer service and/or the patient experience?
15. If you were a patient in a hospital (or a resident in long-term care community), what kinds of things would be important to you? How could a hospital employee here make your stay better?