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LEADS Based Interview Questions

This bank of question was created using the LEADS Competencies to support behavior-based questions relevant to the job specifications. Use the job posting when developing the interview questions, so that minimum requirements and preferred qualities are clear in the interview. The interview guide template has been designed to allow flexibility for you to select from the suggested question bank and add any technical questions for job knowledge, skills and abilities.

The interview is an important step in the selection process. The purpose of the job interview is to gather information about a candidate, ensure a fair selection process and determine the overall suitability of the candidate. Documentation during the interview process is a key component to ensure that adequate information is available

to support the hiring manager's decision, should the decision be challenged.

The interview process assists the hiring manager to assess the knowledge, skills, abilities and professional attributes of a candidate.

The best practice is approximately 8–12 questions; some questions may contain multiple sub questions to a maximum of three.

An interview is typically one hour in duration. This hour should consist of approximately 45 minutes of questions for the interviewee and 15 minutes for the candidate to pose any questions they may have for the panel members. Also ensure to allow 10-15 minutes between each interview to allow room for interviews that may commence late or go over the allotted hour.

Leads Self

SELF AWARENESS

1. Tell us about a time when a professional weakness affected your performance in the workplace?
2. Tell me about a time when you were frustrated at work, either with a coworker, manager, a process or a situation, and how did you overcome that frustration in a respectful manner?
3. Tell us about the steps or actions you have taken to ensure that you followed required processes and met performance standards. Can you please provide an example?

MANAGES SELF

1. Describe a time when you were faced with a stressful situation where you demonstrated and were accountable for your coping skills.
2. Think of a time when you had to deal with a stressful situation in the workplace. How did you handle this situation in both a healthy and diplomatic manner for you and your coworkers?
3. Describe a time when you had to adjust your own approach to fit a difficult work situation to provide the best possible service to patients, clients or your communities.
4. Please provide an example within the last six months where you have shown initiative and taken the lead.
5. Give an example of a goal you reached and how you achieved it.
6. Tell me about a time where you did not achieve your goals.

DEVELOPS THEMSELVES

1. Describe a situation where you were given feedback for improvement and explain how you developed yourself or improved yourself from that feedback.
2. Tell us about a time when you were extremely motivated to develop your knowledge, skills and abilities.
3. Tell us about a time when you recognized the need to develop your own knowledge, skills and abilities.
4. Provide an example of a time when you transformed your experience and knowledge into action.

DEMONSTRATES CHARACTER

1. Please describe a situation when you were faced with either a professional or ethical dilemma in the workplace.
2. Tell us about a time when you observed coworkers engaging in an unprofessional/unethical manner and what actions did you take.
3. Give a specific example of a time that you had to conform to a policy in which you did not agree. What steps did you take to adapt? What was the outcome?
4. Tell us about a time when you had a difficult situation with a supervisor, another department or with a client/vendor. What were your actions and the outcome?
5. Tell us about a time where you postponed making a decision. What were the factors?
6. Describe a time where you disagreed with the direction that was provided by your supervisor/manager. What were your actions and what was the outcome?

Engage Others

FOSTERS THE DEVELOPMENT OF OTHERS

1. Tell me about a time when you had an opportunity to develop the knowledge, skills and abilities of another person. What approach did you use to respectfully engage them?
2. Describe a time when you put your needs aside to help a coworker understand or complete a task. How did you assist him or her? What was the result?
3. Tell me about a time when you needed to support your coworkers through a difficult project. How did you encourage them?
4. Tell us about a time where you challenged a coworker to achieve a professional goal.

CONTRIBUTES TO THE CREATION OF A HEALTHY ORGANIZATION

1. Tell me about a time when you positively impacted the perception of your organization/department. How did you maintain transparency?
2. How have you reinforced safe behaviors by actively identifying and responding to safety concerns?
3. How do you ensure a healthy work life balance? What steps do you take?
4. Describe to us a scenario where you were faced with a difficult coworker. How did you approach the situation? What was the end result?

COMMUNICATES EFFECTIVELY

1. Tell me about a time where you had to adapt your communication style in order to achieve your goals.

2. Tell me about a time when someone misunderstood what you were attempting to communicate to them. How did you approach this situation? What was the end result?
3. Tell me about a time when you used your active listening skills with a client, and how those skills helped to provide better service to your client.
4. Tell me about a time when you had to understand another person's point of view or position in order to solve a problem.
5. Give me an example of a time where you were able to successfully communicate with a person with whom you had conflict. What steps did you take and what was the outcome.

BUILDS EFFECTIVE TEAM

1. Describe a time when you work effectively within a team. What role did you have?
2. Describe a situation where you had a challenge in getting cooperation from your team members. How did you gain the collaboration you needed?
3. Describe the most difficult working group you have been involved with. What made it difficult?
4. What characteristics do you believe are required for a successful team in the workplace?
5. What did you do in your previous position to contribute towards a cohesive team environment?

Achieve Results

SETS DIRECTION

1. Tell us about a time where you had to inspire a vision by identifying, establishing and communicating a clear and meaningful expectation? What was the outcome?
2. Please provide an example of a time when you were asked to lead a coworker or team through difficult concept or process. How did you maintain transparency through the situation?
3. Describe a time when you were expected to set direction and deliver results in a short time frame. Describe how you achieved the task and the outcome.

STRATEGICALLY ALIGN DECISIONS WITH VISION, VALUES AND EVIDENCE

1. Tell me about a time when you had to make a strategic decision. What factors impacted this decision and what was the outcome?
2. Tell us about a time where you integrated the organizational mission and values into your work.

3. Please provide an example where you were asked to make a decision without all the required information. How did you determine what actions to take?

TAKES ACTION TO IMPLEMENT DECISIONS

1. Tell me about a time that you had to act in a manner consistent with the organizational values to yield effective, efficient public centered service.
2. Please describe a time when you faced an organizational barrier when participating in a work project or activity. What did you do to overcome this obstacle?
3. Describe a time when you had to make a personal sacrifice to help your organization, department or team to reach its goals.
4. Tell me about a time when you had to make a quick decision in the absence of a supervisor. What were the circumstances and the impact of your decision?

ASSESS, EVALUATE AND HOLD TO ACCOUNT

1. Tell us about a time when you held yourself accountable for the results achieved. What benchmarks do you use?

2. Please tell me about a time when you did not achieve the desired results for a project or work assignment? What were your next steps? What was the outcome?

3. How do you determine or evaluate success? Give me an example of one of your greatest accomplishments.

Develop Coalitions

BUILDS PARTNERSHIPS AND NETWORKS TO CREATE RESULTS

1. What are some of the important components to establishing a positive, collegial relationship with your clients and/or stakeholders. Tell us about a specific example where you accomplished this.
2. Tell me about a time when you had to establish trust within your working environment.
3. In your opinion, what are the key components in guiding and maintaining successful business relationships? Give me examples of how you have made this work for you.

DEMONSTRATE A COMMITMENT TO CUSTOMERS AND SERVICE

1. This position works with a whole range of stakeholders—executives, clinicians, managers, communications, support staff and union representatives. Describe how you would go about building relationships and establishing credibility in such a large and integrated provincial organization.
2. Tell us about a time where you collaborated with a diverse group aimed at learning to improve service.
3. What did you do in your last job to contribute toward the organizational strategic objectives?

4. Tell us about a time where you went above and beyond the expectations to demonstrate a commitment to customer and client service.

MOBILIZE KNOWLEDGE

1. Tell us about a time where you combined or developed knowledge and resources to create a new service for your client group.
2. Give me of an example of a time where you redeveloped a process to improve efficiency within your team or organization.
3. Tell us about a time where you encouraged open exchange of information and used that to influence a process.

NAVIGATE SOCIO-POLITICAL ENVIRONMENTS

1. Tell me about a politically sensitive work situation in which you were involved and how it affected your other deadlines or project schedules.
2. Describe your involvement in a situation that was made difficult because of organizational politics, either in your own organization or another.
3. How do you go about fostering an inclusive environment in a diverse working group.

Systems Transformation

DEMONSTRATES SYSTEM/CRITICAL THINKING

1. What do you think some of the challenges are in Alberta's health care system?
2. Tell us about a time where you challenge the status quo to support and promote the development of new knowledge. What issues did you identify?
3. Provide an example of a time where your biases, assumptions or perspective influenced your ability to create change in your workplace.

ENCOURAGE AND SUPPORT INNOVATION

1. Tell us about what have you done to promote or foster an environment that supports innovation within your team?
2. Provide us with a specific example of a creative solution that you came up with in the workplace. What was the outcome?
3. Describe a best practice that you have implemented aimed at systematic change.

ORIENT THEMSELVES STRATEGICALLY TO THE FUTURE

1. What trends or issues do you think is helping to shape the future in healthcare?
2. Describe how you have remained up to date on current trends within the overall health system.
3. Tell us about a time where you had to collaborate with internal stakeholders to gauge what the future needs of organization might be.

CHAMPION AND ORCHESTRATE CHANGE

1. Provide an example of a time in which you had to improve a system at work and describe how that system was applied.
2. In your experience, tell us about how have you had to use inter-professional teamwork or dialogue to execute change in a system?
3. Tell us about how you would engage clients or stakeholders in a system to execute change?
4. Tell us about an example of your ability to facilitate progressive change within the organization. What was the outcome?