

TOP 10 INTERVIEW QUESTIONS TO ASK...

Your Next Nursing Candidate



ZERORISK HR™

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Patient satisfaction is extremely important, and nurses play a key role in it. That's why hiring top-performing nurses is critical to achieving high patient satisfaction scores. Use this guide to help you ask behavioral interview questions that target competencies correlated to success in nurses.

Asking these questions—and knowing what to look for in the answers—will help you uncover past behavior in similar contexts, which will enable you to assess each candidate's fit for the role more accurately.

Beside each question is a recommendation. These recommendations will guide you regarding what to look for in candidates' answers. You can also use these recommendations as prompts for follow-up questions to gather additional information.

1. Describe a situation in which you felt you hadn't communicated well with a patient, physician, or team member. How did you correct the situation?

Look for self-awareness and the ability to communicate effectively.



2. How do you keep patients, physicians, and team members apprised of information that affects them?

Look for communication skills.



3. How do you keep your direct manager informed about what's being done in your work area?

Look for the ability to manage up and to manage the expectations of a supervisor.

4. Give an example of how you've handled a difficult situation with a patient.

Look for customer service skills and problem-solving skills.



5. How do you go about establishing rapport with patients? What have you done to gain patient confidence? Give an example.

Look for the ability to connect with patients on a personal level.



6. What have you done to improve relationships with coworkers?

Look for the ability to connect with coworkers.

7. Describe a recent unpopular decision you made. What was the outcome?

Look for the courage to make tough decisions and deal with potential conflict.



8. Describe a situation in which you were able to effectively “read” a patient’s needs and base your actions on your understanding of those needs.

Look at the level of responsiveness to patients and awareness of their needs.



9. Tell about the most difficult or frustrating individual you’ve ever had to work with. How did you succeed in working with that person?

Look for problem-solving skills and team orientation.



10. Give an example of something you did that contributed to a positive team environment.

Look for behaviors and competencies that build team culture, such as building trust, being open to different perspectives, hearing other people’s views, etc.



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