

## Residential Care – Personality Trait based interview questions

After reviewing the Care Advantage suitability report, these questions can be used during the job interview to dig deeper into an identified personality trait.

### **Conscientious**

Can you give me an example of how you keep track of your residents' care details and keep yourself organised having to deal with many different residents?

Can you tell me about a time when you were in the middle of completing a task and you were interrupted by something? What was the situation like and what did you do?

Can you give me an example of a time when you worked in an environment that was untidy and unorganised? What was the situation like and what did you do?

### **Tough Minded**

[if score is to the right] Can you describe a time when you came across to someone else a little too strong when the situation may have needed you to be a little more tactful. What was the situation and what happened?

Can you give me an example of a time where a resident or someone else unexpectedly wanted to do something that you hadn't planned for? What was the situation and what did you do?

Describe a time when you had to deal with a difficult person, maybe a resident or family member. What did you do to put them at ease?

### **Conventional**

Many jobs these days have lots of rules and standards that must be followed. Tell me about a time when you were busy handling many things at once and accidentally forgot to follow a policy or procedure. What happened and how did you deal with it?

[if score is to the right] Describe a time when you had to deal with several changes in your job all at once. How did you handle it?

Can you tell me about a time when you came up with a creative solution to an ongoing issue or problem of one of your residents? What was it and what was the outcome?

## **Extroversion**

[if score is to the right] Describe a time when you had to work alone for most of the day. What was it like?

[if score is to the left] Can you give me an example of when you had to continually interact with people in an upbeat manner? How did you stay enthusiastic?

Describe a time when you had to work with people who loved to talk a lot during the day. How did this affect your productivity?

## **Stable**

[if score is to the right] Describe a time when someone else thought you were not handling a problem fast enough. What were the circumstances and how did you deal with it?

Have you ever become upset with a resident or their family member? What was the situation and what happened?

Tell me about a time when you worked in a highly stressful environment and you had an unexpected serious issue to resolve. How did you deal with the stress of the situation?

## **Team**

Can you give me an example of where you had to work as part of a team? What was the situation and what was your role within the team?

Tell me about a time when you received a compliment or recognition for something that you did at work. How did you feel?

Have you ever worked as part of a team where a team member did not pull their weight? What did you do and what was the outcome?