


# HIRING WINNERS NOT WHINERS

PRESENTED BY  
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# OBJECTIVES

- 1. GIVE EXAMPLES OF QUESTIONS THAT LOOK AT CONFLICT RESOLUTION, MOTIVATION, PERSISTENCE, A SENSE OF RESPONSIBILITY, AND CREATIVITY**
  - 2. DESCRIBE WINNER RESPONSES TO QUESTIONS ASKED**
  - 3. DISCUSS IMPACT STAFF WITH WINNING ATTITUDES HAVE ON PATIENT SATISFACTION**
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# **DO YOU WANT THIS:**

**BAD BARK  
CAUSE OF CONFLICTS  
CRABBY  
NOTHING IS EVER RIGHT  
GOSSIPS  
BACKSTABBER  
SURLY DISPOSITION**



# A WHINER



# **DO YOU WANT THIS:**

**INDEPENDENT AND CONFIDENT**

**POSITIVE**

**TEAM PLAYER**

**OPTIMISTIC**

**EAGER TO LEARN**

**COACHABLE**

**SOLUTION ORIENTED**



# A WINNER




# **WINNERS'S CHARACTERISTICS**

- ▶ **KNOW AND FEEL GOOD ABOUT THEMSELVES**
- ▶ **INDEPENDENT AND CONFIDENT**
- ▶ **POSITIVE ABOUT WHAT THEY ARE SAYING**
- ▶ **ABLE TO INTERACT WELL WITH OTHERS**
- ▶ **TEAM PLAYER**
- ▶ **RESPONSIBLE AND DEPENDABLE**
- ▶ **CAN DEAL WITH STRESS WITHOUT FALLING APART OR LOSING CONTROL**

**(CONT)**



- ▶ **EFFECTIVE AT UNDERSTANDING PROBLEM SITUATIONS AND COMPETENT AT SOLVING THEM**
  - ▶ **EXPRESS SELF IN CONSTRUCTIVE MANNER**
  - ▶ **COACHABLE**
  - ▶ **OTHER VERSUS ME-ORIENTATION**
  - ▶ **WILL BE AN AMBASSADOR FOR YOUR CENTER SHOWING EVERYONE WHAT MAKES IT GREAT**
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# **HIRING FACTS FROM THE LITERATURE**

- ▶ **BAD HIRES ARE THE REASON 50% OF NEW EMPLOYEES LEAVE WITHIN 6 MONTHS**
- ▶ **PAST BEHAVIOR IS THE BEST PREDICTION OF FUTURE BEHAVIOR**
- ▶ **IF ONE EMPLOYEE CREATES A NEGATIVE AIR, YOUR PATIENTS CAN SEE IT, HEAR IT, AND FEEL IT**
- ▶ **WHAT PEOPLE KNOW IS LESS IMPORTANT THAN WHAT THEY ARE**
- ▶ **SMART AND INTELLIGENT ARE MISTAKEN FOR BEING KNOWLEDGEABLE**

**(CONT)**



- ▶ **EMPLOYEES WITH UPBEAT ATTITUDES TEND TO GET EVERYTHING DONE FOR YOU**
  - ▶ **RIGHT ATTITUDE IS DIRECTLY RELATED TO HIGH PERFORMANCE**
  - ▶ **FINDING THE RIGHT PERSON FOR THE JOB IS FAR MORE IMPORTANT THAN FINDING A PERSON TO FILL THE JOB**
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# TRACY'S FAVORITE BEHAVIORAL QUESTIONS

- ▶ **TELL ME ABOUT YOUR CURRENT POSITION.**
- ▶ **DESCRIBE WHAT BEING A TEAM PLAYER MEANS TO YOU.**
- ▶ **TELL ME WHAT SOME OF YOUR STRENGTHS ARE THAT MAKE YOU THE IDEAL CANDIDATE FOR THIS POSITION.**
- ▶ **IF I ASKED A PEER TO DESCRIBE YOU AT WORK, WHAT WOULD THEY TELL ME?**
- ▶ **DESCRIBE A TIME WHEN YOU WORKED WITH A PEER WHO WAS NOT COMPLETING HIS OR HER SHARE OF THE WORK.**


(CONT)

- ▶ **GIVE ME AN EXAMPLE OF A TIME WHEN YOU HAD A CONFLICT WITH SOMEONE IN YOUR WORK SETTING.**
- ▶ **TELL ME ABOUT A TIME WHEN YOU WENT BEYOND WHAT WAS EXPECTED OF YOU AT WORK.**
- ▶ **WHAT ARE SOME THINGS THAT FRUSTRATE YOU AT WORK?**
- ▶ **GIVE ME AN EXAMPLE OF SOMETHING THAT HAS OCCURRED IN YOUR WORK SETTING THAT MADE YOU ACT LESS MATURE THAN YOU NORMALLY DO.**
- ▶ **WHEN YOUR COWORKER IS COMPLAINING TO YOU ABOUT A PEER OR SUPERVISOR, HOW DO YOU RESPOND?**


**(CONT)**


- ▶ **TELL ME ABOUT THE CHARACTERISTICS YOU ADMIRE IN YOUR CURRENT MANAGER.**
- ▶ **RECALL A TIME WHEN YOUR MANAGER WAS UNAVAILABLE AND YOU HAD TO SOLVE AN IMMEDIATE PROBLEM.**
- ▶ **TELL ME ABOUT THE MOST DIFFICULT CUSTOMER EXPERIENCE YOU HAVE EVER HAD TO HANDLE.**
- ▶ **TELL ME ABOUT A TIME WHEN YOU CHALLENGED A COWORKER WHO WAS DOING SOMETHING THAT YOU DIDN'T THINK WAS RIGHT.**
- ▶ **GIVE ME AN EXAMPLE OF A TIME A COWORKER CRITICIZED YOUR WORK IN FRONT OF OTHERS.**

(CONT)

- ▶ **YOU ARE CIRCULATING AND THE CASE REQUIRES A CERTAIN INSTRUMENT. YOU DISCOVER IT IS IN USE IN ANOTHER OR. YOUR PATIENT IS ALREADY INTUBATED. HOW WOULD YOU HANDLE THIS?**
  - ▶ **YOU ARE WORKING WITH A SURGEON AND HE STARTS YELLING AT YOU BECAUSE YOU DID NOT DO IT THE WAY HE WANTED IT DONE. HOW WOULD YOU RESPOND?**
  - ▶ **YOU ARE GOING TO THE ADMISSION AREA TO TAKE A PATIENT TO PRE-OP. HOW WOULD YOU WELCOME THAT PATIENT?**
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# **SUMMARY OF WHAT THESE QUESTIONS ARE TELLING YOU**


- ▶ **LISTEN FOR HOW THEY GET ALONG WITH OTHERS**
  - ▶ **DO THEY BLAME OTHERS?**
  - ▶ **DO THEY SHARE CREDIT WITH OTHERS?**
  - ▶ **DO THEY BAD MOUTH COWORKERS AND SUPERVISORS WHEN GIVEN THE OPPORTUNITY?**
  - ▶ **WHAT MOTIVATES THEM?**
  - ▶ **WOULD THEY BE QUICK TO SEE THE NEGATIVE?**
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- ▶ **WOULD THEY BE A COMPLAINER?**
  - ▶ **DO THE ANSWERS SHOW A POSITIVE ATTITUDE?**
  - ▶ **DO THEY COMMUNICATE CLEARLY?**
  - ▶ **DO THEY SHOW RESPECT FOR OTHERS?**
  - ▶ **DO THEY SEEM HAPPY AND INVESTED IN CURRENT POSITION?**
  - ▶ **ARE THEY PROUD OF THEIR ACCOMPLISHMENTS?**
  - ▶ **ARE THEY ABLE TO ADAPT AND WORK WITH OTHERS?**
  - ▶ **DO THEY ADMIT TO ANY MISTAKES IN HANDLING SITUATIONS?**
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# **HASTINGS SURGICAL CENTER PATIENT SATISFACTION**

- ▶ **I AM IMPRESSED WITH THE LEVEL OF CUSTOMER SERVICE THAT THE FACILITY PROVIDES, A RARITY IN TODAY'S SOCIETY.**
  - ▶ **THEY WERE THE FRIENDLIEST PEOPLE AROUND. I WAS TREATED JUST LIKE FAMILY, ONE OF YOUR OWN.**
  - ▶ **I WAS IMPRESSED WITH THE FRIENDLINESS OF THE STAFF. THANKS FOR A GREAT EXPERIENCE.**
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- ▶ **I WAS ESPECIALLY IMPRESSED WITH THE PERSONAL ATTENTION I RECEIVED. I'VE EXPERIENCED PROCEDURES IN OTHER FACILITIES AND I'VE NEVER HAD SUCH AN EXPRESSION OF CARE AND CONCERN FROM EVERYONE. MY HEARTFELT THANKS FOR THE OUTSTANDING CARE. YOU'RE A GREAT TEAM.**
  - ▶ **OVERALL MY WIFE AND I WERE VERY PLEASED WITH THE SERVICE WE BOTH RECEIVED DURING MY PROCEDURE. THE STAFF WAS AMAZING.**
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# KEY TAKE AWAYS

- ▶ **HIRE FOR ATTITUDE, TRAIN FOR SKILL**
  - ▶ **TO HIRE FOR ATTITUDE, YOU HAVE TO ASK OPEN-ENDED, BEHAVIORAL QUESTIONS.**
  - ▶ **RIGHT ATTITUDE IS DIRECTLY RELATED TO HIGH PERFORMANCE AND HIGH PERFORMANCE IS DIRECTLY RELATED TO EXCELLENT PATIENT OUTCOMES AND SATISFACION.**
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**THANK  
YOU**