

TSA Interview

10:00 AM - 10:45 AM CST Interview 1 (Gabbi)

10:45 AM - 11:30 AM CST Interview 2 (Dena Price)

Hire View

3-5 minutes per question

Situational Questions

Rephrase question back for more time

STAR Method- Tell me about a time when

6 minimum questions (18 questions on packet)

Situation Task Action Result

Answer the question asked. Answer with a specific example not "I would of done..."

Sections the questions are over. Will be like 3 or more questions for each section.

- Applied learning
 - SST
- Technical/professionally
- Adaptability
- Decision making
- Tenacity- the quality or fact of being able to grip something firmly
- Continuous learning
- Motivational fit

Resolving issues before they became a bigger issue

- Do not just use one story
- Do not get overly technical. Want to see though process
- What do you like most and least? Why did you leave previous position?
- Tell me about a recent software program you learned how did you learn to use it?
- First section
 - How quickly do you learn (Training example)
 - How can you apply that to real life (carry this over to new trainees)
 - Seek out learning opportunities (Review SST notes, ask senior associates and other teams)
- Describe a time you demonstrated your technical knowledge and a time you did not

- Technical Knowledge: Patient list issue/process of elimination on why (Location, relationship, encounter type, discharged, etc)
 - Self-aware and course correct
- Tell me about a time you framed others to use other software. What you learned and transmitted it to others. **Prefmant**
- Are you able to adjust your behavior, do you actively try to understand, what have you done when you found out about an unexpected change or confused about a change?
 - **Unexpected: COVID, remote training, worked with mentors to make sure I understood everything that was expected then expanded on that**

- Tell me about a time when you had to change your work schedule. Are you flexible for co workers? **(SQL project) ON CALL**
- Can you perform under pressure, maintain focus
 - **High queue challenging situation**
- Describe a time when your workload and school were heavy and how did you balance time
 - How do you prioritize and maintain focus
- **Tell me about a time you were distracted at work**
- Tell me about a time a customer was upset and what you did
- Plan of action or until the directed
- Goal or accomplishments for a long period of time
 - You stuck with it for a long time and persistent
 - Able to maintain your focus.
 - Adjust and work towards the right goal
- Tell me about a time you stuck out a position despite the plan of action
- **Motivational**
 - Highly involved
 - Pay attention to details
 - Make sure this job is right for you
 - Demonstrate leadership
 - Entrepreneurial; new ways to do things
 - Why do you want to work in healthcare
 - How close do you pay attention to detail
 - Job satisfaction
 - Tell me about a time learning was necessary
 - Satisfaction
- Have some questions prepared
 - Something that makes sense
 - About the job

Decision making section

- See that identify issue, gather info, interpret, think through, generate options, choose action, commit to action, involve others.

- Ex
- **Identify a small problem before it became a big problem**
- What sources (MyJarvis, Connect IT, ETC) of information have you used to solve problems and how did you apply it
 - Sources from College, Office hours, quizzes, books
 - Co-workers