

## Health Care Supervisor Interview

The Health Care Supervisor Interview identifies an individual's ability to manage the day-to-day responsibilities as a peer leader of an interdepartmental team. Intensely patient-centered, top performers on this interview have a deep desire to help people and understand their greatest influence on patients is through the effective management of their team. Highly organized, they manage tasks through prioritization in order to ensure the highest quality results are delivered to each patient. They are team motivators, helping each team member achieve their individual goals and tasks.

*Example positions:*

*Imaging manager, nutrition services manager, registration supervisor, lead registered nurse, nursing administrator, registration lead, dietetic team lead.*

Scientifically validated questions are asked and scored within the online system, TalentBank® 5.0.

28. (Caring) An employee friend of yours at work is giving away extra food to a patient/resident. What would you do or say?

**Conceptual Match**

May demonstrate concern for special diet but takes a positive position.

0 = Punitive OR Friendship.

**My Code Notes**

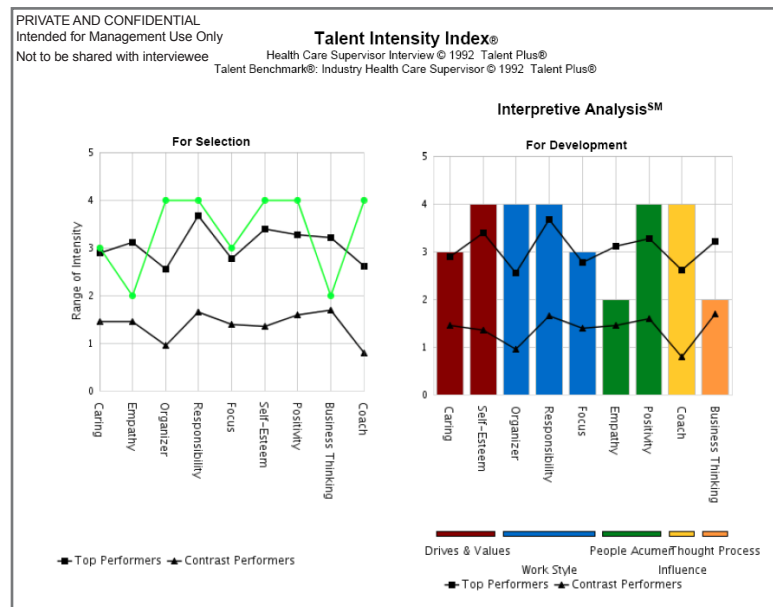
**Content Notes**

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[Icons: Star, Flag, W, Q, P, NS, P, IE, and a red heart]

## Health Care Supervisor Interview

When the interview is complete, the client receives the candidate's results on the Talent Intensity Index® for selection and the Interpretive Analysis<sup>SM</sup> graph for development. Their theme scores are compared to the industry-standard Talent Benchmark® or a client-specific Talent Benchmark when available.



The Interpretive Analysis theme pages describe each theme and give typical behaviors along with coaching recommendations for when that theme is strong or weak.

*Behaviors you'll observe:*

- + Like to be of service to others
- + Will touch and move in on patients
- + Enjoy developing others
- + Like patients and enjoy health care
- + "Patient panic"
- + Enjoy seeing patients satisfied
- + Giving
- + View service as a profession

*Coaching recommendations:*

- + Talk about the mission of the organization
- + Ask them about staff members they have developed
- + Have them highlight success stories with patients
- + Focus on the concept of the "service" business
- + Affirm their ability of taking care of others
- + Develop their natural talent of always being helpful by catching them doing things right