

## **INTERVIEW QUESTIONS**

### **14? IF A PATIENT UNDER YOUR CARE REFUSES TREATMENT WHAT WOULD YOU DO**

I think this is not such a big deal. When I was working in the hospital I have had many such incidents. In those situations I'll make sure that I'm not forcing the patients instead I'll try to make them understand their diseases and the importance of that medication to keep them healthier. I know there is no use if I force them to consume it or getting angry with them, it will only make them more stubborn. So in a more gentle and calm manner I'll calm them and provide them the medicine.

### **15? WHAT WOULD YOU DO IF YOUR MANAGER ASKED YOU TO PERFORM A TASK YOU HAVE NEVER DONE BEFORE**

Hmmm.. It will be very difficult for me to do something which is totally new. However, I'll tell my authorities that I need some time and consult my senior staffs to learn the procedures. After learning I'll assist them once or twice and when I get the confidence I'll do it all alone.

### **16? IF YOU MADE A MISTAKE AT WORK THAT NO ONE ELSE NOTICED, WHAT WOULD YOU DO**

I don't think I'm an egoistic person. If I ever do something wrong first I'll accept the fact that I've done something that I shouldn't and I'll inform my authorities about the mistake. Moreover, I'll apologize to my authorities for doing that and try to never repeat that again.

### **17? YOU ARE WORKING AS A PART OF A TEAM AND YOU NOTICE TWO TEAM MEMBERS ARE CONSTANTLY ARGUING WHAT WOULD YOU DO**

While working in a team it is normal to have some arguments between the team members. If it happens in my team I'll find out the root cause rather than leaning on some particular person's side. I'll point out both their mistakes and make them understand it correctly. If they are still repeating it I'll inform my authorities and take necessary decisions.

## **18? WHAT WOULD YOU DO IF AN ANGRY OR DISSATISFIED CUSTOMER CONFRONTED YOU**

There is a famous proverb saying ‘the best answer to anger is silence.’ If the patient is really angry I’ll keep silence and hear what the real problem is. After analyzing the problem if I can solve it I will, if it happened because of the mistake from my side and I can correct it I will definitely do it otherwise I’ll apologize to them in a humble way. I hope it will make them calm, incase not I’ll consult my senior staffs to solve it.

## **19? WHAT ARE THE SIX C’s AND WHICH, IN YOUR OPINION IS THE MOST IMPORTANT ONE**

The six C’s are:

- CARE

[Taking care of the patients just like the way I take care my family.]

- COMPASSION

[I’ll never get angry instead I’ll be kind towards them.]

- COURAGE

[The courage we should have to face anything.]

- COMMUNICATION

[Proper and meaningful communication with the patients.]

- COMMITMENT

[The dedication without hesitation.]

- COMPETENCE

[Our ability in care taking should improve day by day. Realizing that care taking is a great responsibility and it should be done by obeying all the rules and procedures. We should never get tired of their loose talks, their emotions and being with them. So, I think competence is the most important among them.]

## **20? HOW WOULD YOU FEEL WHILE DEALING WITH CHALLENGING BEHAVIORS**

Every individual are unique and different in their own ways. Some might have a calm and quite behavior while some others are rough and rude. It might be their situation which moulded them like that. I, being their care taker will never have a prejudice mind towards them. First I’ll try to build a rapport with them because it will help me to have a professional relationship with them.

And even if I get irritated I'll control my emotions, be nice to them, understand their situation and act accordingly.