Interpersonal Skills and Sensitivity

Selection Criteria

Interpersonal Skills Sensitivity

The ability to form give-and-take relationships which enhance understanding and mutual respect, acknowledge the needs and feelings of others being aware of how one’s own behavior affects others, focus on the positive aspects of conflict and values differences. Many jobs require individuals to act based on their perceptions of the feelings, skills, competencies and needs of others.

Select your questions from the options below, or create your own.

Questions

- Describe a situation when you dealt with a frustrated or angry patient/customer.
- Describe a time when a situation with a family made you feel uncomfortable.
- Describe a time when a parent was not respecting their child.
- Describe a time when you witnessed a co-worker treating a family in a way you didn’t agree with.
- Tell us about a time when you interacted with a child while they were alone in their room.
- Describe a time when you helped a family become engaged or empowered in their situation.
- Describe a time when you observed someone you worked with provide a random act of kindness beyond their job description.
- Describe a time when you worked with a family whose values were different from yours.
- How do you determine employees’, patients’ or customers’ feelings? What do you do then?
- How do you show recognition of good work done by others?
- Describe some situations when employees came to you to discuss problems. How did you resolve them?
- Describe a situation where your actions caused a problem for someone else. What could you have done differently?
- Have you ever been in a meeting and realized that your behavior was causing a problem? How did you handle this?