

Employee Assistance Program Counselor (eap Counselor) Interview Questions

1. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

2. What have you found to be the best way to encourage clients to express their feelings and discuss what is happening in their lives, helping them to develop insight into themselves or their relationships?

3. Tell me about the last time you counseled clients or patients, individually or in group sessions, to assist in overcoming dependencies, adjusting to life, or making changes.

4. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

5. Share an experience you had in dealing with a difficult person and how you handled the situation.

6. Tell me how you organize, plan, and prioritize your work.

7. Give me an example of when you thought outside of the box. How did it help your employer?

8. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

9. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

10. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

11. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

12. Please share an experience in which you presented to a group. What was the situation and how did it go?

13. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

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14. Would you consider analyzing data or information a strength? How so?
15. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?
16. Name a time when your patience was tested. How did you keep your emotions in check?
17. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
18. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
19. What is the most challenging part of assessing patients for risk of suicide attempts?
20. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
21. Share a time when you successfully used scientific rules or methods to solve a problem at work.
22. Provide a time when you dealt calmly and effectively with a high-stress situation.
23. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
24. Provide an example when your ethics were tested.
25. Walk me through how you would guide clients in the development of skills or strategies for dealing with their problems.
26. Share your approach to develop and implement treatment plans based on clinical experience and knowledge.
27. Tell me about a time when your ability to analyze needs and product requirements helped you create an

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effective design or make an informed decision to benefit your company.

28. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

29. Describe methods you have found effective to evaluate clients' physical or mental condition, based on review of client information.

30. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

31. How has it helped you to collaborate with other staff members to perform clinical assessments or develop treatment plans?

32. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

33. Describe an experience when you acted as client advocates to coordinate required services or to resolve emergency problems in crisis situations.

34. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

35. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

36. What is the key to success with counseling family members to assist them in understanding, dealing with, or supporting clients or patients?

37. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

38. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

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39. What factors do you consider when you evaluate the effectiveness of counseling programs on clients' progress in resolving identified problems and moving towards defined objectives?

40. What is the key to success when communicating with the public.

41. Name a time when you planned or conducted programs to prevent substance abuse or improve community health or counseling services.

42. Share an experience in which your willingness to lead or offer an opinion helped your company.

43. How do you stay up to date about new developments in counseling by reading professional literature, attending courses and seminars, or establishing and maintaining contact with other social service agencies?

44. What kind of experience do you have supervising other counselors, social service staff, assistants, or graduate students?

45. Tell me about the last time you coordinated or directed employee workshops, courses, or training about mental health issues.