

Case Managers Interview Questions

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

2. Share an experience in which you successfully advocated for a client or patient to resolve a crisis.

3. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

4. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

5. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

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

7. Describe a time when you successfully provided personal assistance to a coworker or patron.

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

9. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

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