

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.
11. Share an experience when you applied new technology or information in your job. How did it help your company?
12. Give me an example of when you thought outside of the box. How did it help your employer?
13. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
14. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and

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standards that were applicable to your area of responsibility?

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

16. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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

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

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

20. Provide an example when your ethics were tested.