

Support Team Member (stm) Interview Questions

1. Provide a time when you dealt calmly and effectively with a high-stress situation.
2. Provide an experience in which you effectively provided care to a mentally ill, emotionally disturbed, or developmentally delayed patient.
3. Describe a time when you successfully provided personal assistance to a coworker or patron.
4. Share an experience you had in dealing with a difficult person and how you handled the situation.
5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
6. How do you stay fit in order to perform physical activities that are required in the workplace?
7. Tell me how you organize, plan, and prioritize your work.
8. Share an experience when you applied new technology or information in your job. How did it help your company?
9. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
10. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
11. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
12. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
13. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

Support Team Member (stm) Interview Questions

14. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.
15. Name a time when your patience was tested. How did you keep your emotions in check?
16. What is the state of your records? What is something you would like to improve?
17. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)
18. Provide an example when your ethics were tested.
19. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
20. Please share an experience in which you presented to a group. What was the situation and how did it go?
21. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
22. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
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. 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.)
25. Describe your experience administering oral medications and/or hypodermic injections.
26. Provide an experience in which you successfully encouraged a patient to develop work skills or to enhance interpersonal skills or develop social relationships through an activity.

Support Team Member (stm) Interview Questions

27. Share an effective method you have used to influence patients' behavior, such as through communication, interaction, teaching, counseling, and/or befriending.

28. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

29. Share an experience in which you successfully measured patients' physical condition.

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