

PROUD Interview Question Examples – High Level

Patients-first

Tell me about a time when your empathy for a patient was the key factor in how you dealt with a situation.

- *We are looking for you to take 'customer service' to the highest level - reflect on how you align your approach to any situation by keeping the patient at the forefront.*
- *Your response doesn't have to involve an interaction with a patient; it opens you up to demonstrate your actions at a strategic level.*

Describe a situation where you had to consider patients/customer's needs alongside other priorities.

- *Patients should come first but often we must weigh up competing priorities, consider long-term impacts and bigger picture strategy.*

Respectful

Please describe a situation where you felt it was important to challenge someone's unprofessional behaviour/ lack of respect for others.

- *You will have the chance to demonstrate leadership qualities here and show how you can impact other staff members within the PROUD framework, not just your own direct impact.*
- *Keep in mind that respect isn't just in the words we use, but the way we include others & support those with protected characteristics.*
- *How you talk about colleagues in your interview is just as important as how you treat them in person.*

Tell me about a situation where you took steps to help you to better understand yourself and your impact on others.

- *Self-awareness is a highly sought after quality, so demonstrating this in relation to your impact on others will highlight your capability to grow & adapt, as well as work well with others.*
- *Consider your personal qualities, skills, knowledge & attitude, all of which can impact others.*
- *Remember to set the scene, what it was about yourself that you learned and how this has had an impact on others around you.*

Please give me an example of where respect for a patient/customer could have been compromised if it wasn't for decisions or actions you took.

- *Think about your role in ensuring patients receive respect, e.g. protecting their privacy, confidentiality, their beliefs & customs, making them feel comfortable to be themselves.*
- *What would be the implications had you not acted as you did?*

Ownership

Reflect on an experience you've had at work in which, on reflection, you would change your approach.

- *Your example should set the scene, highlight what the approach was, what specifically you would do differently and explain your reason for changing your approach.*
- *Have you had any more recent experiences with this new approach? If so, what was the impact?*

Please describe a situation where your taking ownership of a situation turned it around.

- *Ownership is all about how we take responsibility, learn from our mistakes & take initiative to improve ourselves and those around us.*
- *You get to show your leadership qualities here as well as ownership; remember to paint the full picture – explain the circumstances, the specific issue at hand, what you did and the impact of your actions.*

Please tell me about when you made a mistake and how you dealt with it.

- *Here you have a chance to recognise that we all make mistakes, and show that you have prioritised your own development & self-improvement, grown/adapted accordingly and benefited from the learning.*

Describe a situation when you had to work closely with a group of people in order to secure a successful outcome.

- *Think about a team where you've worked well together, what was it about that team that worked well? Were there any challenges? What was the impact of the teamwork that took place?*
- *What was your individual input/role? How did you add value to the team and impact their success?*

Please talk about a situation where you put the needs of people in your team before your own needs.

- *You could talk about time pressures, or when your team had a goal unrelated to your work but you supported it anyway. Whatever you mention, be clear about how you impacted the team and why you did that.*
- *Watch out for communication here – you don't want to come across like you're moaning/complaining; unity is not only acting in the best interests of the team but doing so happily without resentment!*

Describe a time when you had to communicate with someone who you found difficult or challenging to get along with.

- *This is an opportunity to show leadership & people skills. Not all teams work perfectly together all the time, but you still need to be able to work with anyone to get a job done.*
- *Set the scene and consider what the specific goal was. What did you do to achieve a successful outcome?*

Delivery

Tell me about a time when the pressures of time and resources were affecting you and your team's chances of success. / Think about a situation when you had to deliver something in an efficient but effective manner where you had limited resources to work with?

- *Being efficient & effective is the difference between a good plan and a good outcome. When have you achieved a good outcome? What did you do to make things run smoothly?*
- *We all face pressures on our productivity; what coping methods do you use to overcome these?*
- *What specific example can you use to demonstrate how you get things done effectively.*

Describe a time when something went wrong that was out of your control and how you got over it / Tell me about a time when you had to stay motivated despite not feeling that way personally.

- *How we manage our own emotions, motivation and attitude is key to delivery. What are your coping strategies for overcoming challenges, remaining motivated & preventing setbacks from affecting the rest of your work?*
- *Your example should set the scene initially with the setback that you faced, and end by showing what you did to move forward from it and the result this had on the team/ your goals. Keep it solution-focused.*

PROUD Scenarios

Two colleagues in your team are engaged in a verbal conflict during a full-team meeting. What do you do?

- *Firstly, consider (or ask) what your role is in the team; are you their manager or a peer?*
- *Remember to consider everyone who is affected by the conflict & prioritise finding an effective solution.*
- *Don't be afraid to be assertive with what is & isn't acceptable.*

You are standing in the dinner queue in a hospital canteen and you overhear a conversation between two doctors in front of you. They mention the patient's full name & diagnosis. What would you do?

- *Reflect on what the implications are, and who/what (think PROUD!) needs to be considered in your actions.*
- *Take the opportunity to explain why you would do what you'd do, what you would hope the outcome to be etc.*

General top tips:

- Always give examples
- Relate your answers to the requirements of the job
- Be confident & concise
- Discuss the impact you've had in the past
- Prepare your answers without memorising them word for word – it's obvious if someone is reading a script rather than being natural!