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| **UW Health Sciences Administration**  **Phone Screen Form** |

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| **Candidate Name:** | **Interviewer:** |
| **Phone Number: ( )** | **Email:** |
| **Interview Date:** | **Interview Time:** |
| **Position:** | |

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| *Experience:* | |
| Tell me how your background matches the requirements for this position? | ❑Meets ❑Exceeds ❑Does not meet  *Notes:* |
| What interests you about this position? | *Notes:* |

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| **Health Sciences AdMinistration:** | |
| Can you tell us about what we do, units that report to HSA, relationship within UW? | ❑YES ❑NO  *Notes:* |
| Have you worked in an organization that conducts animal research? | ❑ YES ❑NO  *Notes:* |
| How do you feel about using animals in research settings? | ❑ Positive ❑Neutral ❑Negative  *Notes:* |

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| **sERVICE oRIENTATION:** | | |
| Can you tell me about a time when you provided excellent customer service by going beyond your primary job responsibilities?  **AND**  Have you had the opportunity to develop and ‘roll out’ or introduce a new system, program, or product? | *Criteria:*  Response demonstrates candidate went out of his / her way to help the customer.  Response describes specific candidate behaviors and demonstrates –   * + Active listening with the customer.   + Candidate looked for ways to provide/introduce service.   + Candidate did not pass off the problem to someone else; candidate owned the task/acquired data, materials.   Candidate sought to put the customer at ease and/or to calm him/her. Planned, implemented, collaborated process.  ❑ Excellent Response  ❑ Satisfactory Response (some of above)  ❑ Unsatisfactory Response (none of above) | *Notes:* |

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| **-AND-** | | |
| **InterpersonAL sKILLS** | | |
| Describe a situation when you encountered a frustrated customer or co-worker. How did you handle the situation? What was the outcome? | *Criteria:*  Candidate describes positive outcome encounter OR reflective self-evaluation, i.e. additional measure that could have been taken to improve the situation  Candidate’s response does not include assigning blame or criticism.  Candidate’s example demonstrates:   * + Use of “I” statements.   + An Empathetic role.   + Asking clarifying questions.   + Taking ownership of the problem and seeking resolution to closure.   + Establishing common ground.   ❑ Excellent Response  ❑ Satisfactory Response  ❑ Unsatisfactory Response | *Notes:* |

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| **Do you have any questions for us?** | *Notes:* |