# A definitive list of interview questions

# **Accomplishments**

- What do you consider to be your most important idea or suggestion that your current employer implemented?
- Tell me about an award or recognition certificate you have received.
- Tell me about your most satisfying accomplishment in life.
- Tell me about your most satisfying accomplishment as a pharmacist [pharmacy student, technician].
- Tell me how you supported your present or past employer in reaching a departmental goal.
- Tell me about a quantifiable outcome from one of your efforts at work.
- Describe a technical skill you developed and perfected during the past year.
- Describe an improvement in your current work setting that you personally initiated.
- How do you measure your success at work?
- How do you handle success?
- Tell me about a time when you completed an assignment that was well received by your employer.
- Tell me which one of your publications gave you the greatest personal satisfaction and why.
- What do you consider the most significant accomplishment in your professional career?
- What achievement at work has given you the greatest sense of personal accomplishment?
- Tell me about a time when your idea or action reduced an expense for your employer.
- Tell me your five most significant accomplishments at your current place of employment. Why do you think your employer considers them important?
- What academic honors or awards did you receive in college?

# **Career Development**

- What career goals have you set for the future? Have these changed since you graduated?
- How has your career progressed in relation to your career plan?
- What would you like to accomplish during the next five years?
- How do your current career goals differ from the career goals you set five years ago?
- Where do you see yourself in the next five years?
- Have you ever considered leaving the profession of pharmacy? If so, what career choice would you select?
- Tell me why you think this is the right position for you at this point in your career.
- What career plans do you have beyond this position?
- What other career opportunities would you like to experience?

- Which of the career tracks offered by our company do you find most appealing?
- Have you ever considered taking a position that was not part of your career plan?
- If you could begin your career path again, what changes would you make?
- In climbing a career ladder, how critical is it for you to reach the top rung?
- Why have you considered changing your career path in pharmacy at this point in your life?
- Would you like to have your current supervisor's position?
- How much thought do you give to your future?
- To what extent does this position fit with your overall career plan? Does it present inconsistencies with your plan?
- How do you feel about the progress of your career to date?
- Describe the ideal position based on your long-term career plan.
- What would you change if you were graduating from high school today and planning your career path?
- What are your short-term (one- to two-year) career goals? How do you plan to achieve them?
- What are your long-term (three- to five-year) career goals? How do you plan to achieve them?
- How do you determine if your career plan is on track?
- What made you choose pharmacy as a career?
- How do you see your career changing over the next few years? What are you doing to prepare yourself for these changes?
- Your résumé lacks any documentation of employment during the past four years. Why?
- I noticed that you have not worked for several years. What have you done to keep up with changes in the profession?
- Tell me about the interruptions in your employment history.
- Who had the greatest influence on your choice of pharmacy as a career path?
- Describe a major career planning goal that you recently established for yourself. How do you plan to achieve this goal?

# **Coping with Change**

- How do you handle change at work?
- Describe a time you had to change your leadership [management] style.
- Do you prefer a structured routine in your daily work or frequent change?
- Change has contributed to our department's success during the past few years. Tell me about your ability to deal with change.
- Describe a time when a change at work had a significant impact on your work or responsibilities. How did you adjust?
- Tell me about a time when you were involved in a project or assignment at work that resulted in a significant positive [negative] change.
- How do you deal with individuals who resist change?

• Tell me about a time when change led to downsizing in your organization. How did you deal with the situation?

#### **Communication Skills**

- How do you routinely communicate with your subordinates [superiors]?
- How would you rate your writing abilities?
- How would you rate your oral presentation skills?
- What process do you follow in preparing a presentation?
- How do you "stay connected" with your colleagues?
- Describe your experience in making oral presentations.
- Tell me about a quality presentation you delivered. What made it successful?
- How would you compare your oral presentation skills to your writing skills?
- Have you ever experienced writer's block? How did you overcome this?
- Do you prefer to write or speak?
- Tell me about your most difficult writing assignment. What did you learn?
- How would you describe your listening skills?
- What approach have you used to improve your mastery of English as a spoken language?
- What is your greatest challenge in responding to electronic messages?

# **Dealing with Conflict**

- Do you prefer to confront conflict or tactfully avoid it?
- How do you go about confronting your colleagues when problems occur?
- How do you attempt to avoid conflict?
- Do you prefer to address small issues before they become problems or wait to see if they resolve on their own?
- Have you ever lost your temper at work?
- How do you handle conflict?
- How do you deal with your colleagues after a difficult situation has been resolved?
- Tell me about a time when you had to deal with an irate patient [physician, nurse, student]. How did you handle the situation?
- Tell me about a situation where you avoided siding with a colleague about a difficult issue.
- Tell me about a time when you needed to work closely with someone you routinely disagree with. How did you deal with the situation?
- Describe a time when you successfully resolved a conflict between two of your colleagues.
- How do you deal with "office politics?"
- Tell me about a situation where you had a personal commitment that resulted in a conflict with your work schedule. What did you do?

- Describe a time when you did not successfully resolve a conflict with one of your colleagues.
- Describe a time when you successfully resolved a conflict with one of your colleagues.

### Creativity

- Tell me about a time while not at work that you got an idea that helped you become more successful at work.
- If you were planning a trip to the moon and could only take three things, what would you take?
- If you were a drug, what drug would you be? Why?
- Convince me that I need to buy the chair you are sitting in.
- What would you do if this was your last week on earth?
- How would you like people to remember you?
- Describe your most innovative work assignment.
- Describe a time when your personal creativity helped solve a problem at work.
- Tell me about a time when you improved something that was already working fine.
- Tell me about your participation in a really creative project.
- What areas of research interest you?
- Describe something creative you have done as an employee [student].
- If you were hospitalized, who would you like to share your semi-private room with?

### **Handling Criticism**

- Tell me about a time when you were unfairly criticized. How did you handle the situation?
- What is your approach for dealing with constructive criticism?
- If your supervisor was unfair in his or her criticism of your work performance, what would you do?
- Describe a situation where your work was justifiably criticized.
- What would you do if I said that I thought your interview skills were less than I expect for an individual with your experience?
- Has one of your professors ever assigned a grade lower than you deserved? If so, what did you do?

# **Decision-Making Skills**

- What kind of decisions do you find most difficult to make?
- On her way to a three-day business meeting, your supervisor leaves an assignment with incomplete and unclear instructions. You have no luck in reaching her. How would you handle this situation?

- Your supervisor directs you to complete an assignment with incorrect instructions. How would you handle this situation?
- What approach do you use to make important decisions?
- How did you handle the most difficult decision you ever had to make?
- After you make a decision, do you ever change your mind?
- To what extent does intuition play an important part of your decision-making process?
- Tell me about a time when you made an unpopular decision. How did you handle this situation?
- Describe a situation when you had to make a quick decision without the ability to gather all the facts.
- Have you ever made a decision without the knowledge of a standard operating procedure to assist you?
- Give me some examples of decisions that you routinely make in your current position. How do you go about making these decisions?
- Tell me about a time when you had to defend your decision.
- · Which types of decisions do you find easy [difficult] to make? Why?
- Think about an important decision that you made in the past. Would you make the same decision today? Why or why not?
- To what extent do you seek information from others before making a decision?
- How have your decision-making skills improved in the last few years? What factors have contributed to this improvement?

## **Educational Experience**

- Does your overall grade point average on your college transcript adequately reflect your academic ability?
- How do you think your academic performance will correlate with your work performance?
- Where did you rank in your graduating class in high school [college, pharmacy school]?
- How did you choose the college or university you attended?
- What subjects did you enjoy most [least] in pharmacy school?
- If you had it to do over again, what changes would you make as a pharmacy [college, high school] student?
- If you were entering a pharmacy degree program again, which courses would you devote more time to fully understand?
- In what courses did you earn low [high] grades? How do you think that will affect your work performance?
- What were a few of your most [least] favorite college courses? Why?
- Which year of college was the most difficult for you? Why?
- On average, how many hours do you estimate that you spent studying per week when you were earning your pharmacy degree?
- Did you work full time or part time while earning your pharmacy degree?
- How did you pay for your college education?

- What aspects of your pharmacy [college, high school] education did you enjoy most?
- Tell me more about the factors that led you to select the topic for your thesis.
- What are the major findings of your thesis?
- What process did you follow to select your thesis advisor?
- What was the role of your thesis advisor in guiding the completion of your work?
- What publications have resulted from your graduate work?
- How did you pay for your graduate education?
- How well do you think academic performance correlates with productivity as an employee?

#### Issues Related to the Employer or Position

- What work conditions allow you to perform most successfully in activities you undertake?
- Why do you want this position?
- Describe your ideal work environment.
- What do you find most [least] appealing about this position? Why?
- What do you think about customer service?
- Tell me about a current responsibility that you enjoy as an employee.
- Thinking about your past supervisors, who did you like the most? What were the traits that you liked about this individual?
- Thinking about your past supervisors, who did you like the least? Why? What, if anything, could you have done to improve the relationship?
- If you could change one thing about your most recent employer, what would you change?
- How would your most recent supervisor describe your work habits?
- What do you perceive as differences between this position and your most recent position?
- Tell me about your relationship with your previous supervisors.
- Do you perceive your current or most recent employer as being sensitive to employee needs? Do you think this organization will act differently?
- What do you like most [least] about your current position?
- I see that you have held various jobs. Which one did you like most? Why?
- I see that you have held many jobs for short periods of time. How long would you plan to stay here?
- I see that you have stayed with one employer for a long time. Does this reflect a sense of loyalty or a lack of initiative?
- Why do you want to leave your current position?
- Describe your best [worst] supervisor.
- What have your past supervisors identified as your strengths [weaknesses]?
- Describe a typical work day in your most recent position.
- Tell me about a situation at work when you exceeded your supervisor's expectations.
- Would you recommend your most recent employer to your friends? Why or why not?

- Have you ever resigned from a position with less than two weeks' notice? If so, what were the circumstances?
- Have any of your past employers ever refused to give you a reference? If so, what were the circumstances?
- Does your current employer know about this interview today?
- Have you ever been terminated? If so, what were the circumstances?
- Have you ever been asked to resign? If so, what were the circumstances?
- What kind of supervisors motivate you to do your best work?
- How would you describe your current supervisor's management style? Which aspects do you like the most [least]? Why?
- How would you describe your relationship with your current supervisor?
- What did you like the most [least] about your most recent position?
- What do you want to achieve in your next position?
- How do you feel about the contributions you made to your most recent employer?
- What has been the pattern of your relationships with supervisors or upper management?
- What would you plan to achieve in this position that you did not achieve in your most recent position?
- What limitations exist in your current position?
- In your most recent position, how much time did you spend working by yourself? Working with others? Do you ever work as a member of a team to complete projects or other assignments?
- In your most recent position, how often did you meet with your supervisor? What was the nature of these meetings?
- Tell me about your last three positions (your major responsibilities, description of the work environment, the relationship with your supervisor and coworkers).
- In your current position, how much time during a typical day do you devote to communications (telephone calls, meetings, presentations, correspondence)?
- If you decide to stay with your current employer, what expectations do you have concerning advancement?
- If you like your current employer and position, why do you plan to leave?
- Since you have expressed difficulties with your current supervisor, what have you done to bring these problems to his or her attention?
- What have you learned from past supervisors?
- How would you characterize the workload associated with your most recent position?
- To what extent has your most recent position prepared you to assume additional responsibilities and duties?
- In your most recent position, how many levels of management existed between your position and the chief executive officer?
- Describe your relationship and dealings with upper management.
- In your most recent position, what changes did you initiate to enhance the efficiency of the organization?

- Tell me about a situation in your most recent position that you never want to experience again.
- Tell me about a time when your most recent supervisor was not pleased with your job performance.
- Have you ever been denied an opportunity for advancement that you felt you deserved? How did you handle the situation?
- What kind of employee rewards do you like?
- Tell me about a time when you may have expected too much from your employer. How did you handle the situation?
- What skills do you think you need most for success in this position?
- If we hire you into this position, what skills would you like to develop?
- If you decide to stay in your current position, how could you improve the position?
- What strengths did you bring to your most recent position that contributed to your success?
- What strengths will make you successful in this position?
- Of the various settings you have worked in, which environment caused you to be the most [least] productive?
- How would you compare your past three positions with what you like?
- What specific knowledge and skills do you need to improve for successful performance in this position? What can you do to overcome these possible deficiencies?
- How would you rate your potential success in this position? Why?
- What responsibilities in your most recent position did you find difficult to fulfill?
- Can you work overtime shifts, if needed?
- What would you have liked to achieve in your most recent position that was beyond your reach?
- What qualifications do you think you need for this position and how can you satisfy them?
- Tell me what you know about our organization. How did you obtain this information?
- What particular aspects of this organization appear most interesting to you?
- Give me your impression of our company within the marketplace.
- Where do you think we are the most vulnerable as an industry?
- From your perspective, describe our company's primary competition.
- What would you do if a competitor offered you a position similar to the one discussed here?
- How actively have you searched for a position?
- What trends do you see in our industry?
- If you were in my position, what type of experience would you consider important for this position?
- What do you see in common between this position and your most recent position?
- What differences do you see between this position and your most recent position?
- How did you learn about this open position?
- During the past six months, have you arrived late to work? How often, and what were the circumstances?

- What have you heard about our organization that raises concerns in your mind?
- How will you handle the least appealing aspects of this position?
- What aspects of this position can you confidently fulfill?
- What aspects of this position raise concerns about your abilities?
- In three minutes or less, tell me why we should hire you [why you are the best candidate for this position].
- What do you think about our facilities and operations?
- What process did you use to select your references?
- How long will it take for you to contribute to our organization's success?
- After reviewing your résumé, most reasonable managers might conclude that you have too much experience for this position. What do you think?
- After reviewing your résumé, it appears that you lack the requisite qualifications for this position. Why should I hire you?
- What characteristics do you want most in a position?
- Based on what you have learned about our organization and this position, what additional factors should we consider in hiring someone?
- A number of applicants are being interviewed for this position. Why should we consider you for the position?
- Did you consider yourself to have a sense of loyalty to any of your past employers? Why or why not?
- Name one particular characteristic or skill that should make you more successful than other candidates for this position.
- Often, employees are either concept-oriented or task-oriented. How would you describe yourself?
- Do you enjoy routine tasks and duties at work?

### **Knowledge of Issues Facing the Profession**

- What recommendations can you suggest to improve safe medication practices?
- In your opinion, should the profession support a mandatory reporting system for serious or fatal adverse events?
- What does the term "pharmaceutical care" mean to you?
- How do you see the role of the pharmacist changing in the next five years?
- What recommendations would you suggest to support public and private insurance payment to pharmacists for patient services that improve clinical and economic outcomes?
- In your opinion, do pharmacists need credentialing to participate in disease state management programs?
- How would you try to initiate a collaborative practice agreement with a physician?
- What clinical evidence exists to support the value of pharmacists in providing patient care services?
- What role does direct-to-consumer advertising play in educating patients about prescription medications?

- What major challenges do you think the profession will face over the next 10 years?
- Describe opportunities for initiating a pharmaceutical care practice.
- What measures can pharmacists take to reduce the incidence of medication errors?
- What impact will telemedicine technology have on the practice of pharmacy?
- Should the general public have access to data from clinical drug trials?
- Who should bear responsibility for certifying pharmacists to participate in disease state management activities?
- Which cognitive services provided by pharmacists result in a positive cost benefit to patients and payers?
- Why have pharmacists been ranked as one of the most respected health professionals during the past decade?
- How would you advise a patient-consumer to choose his or her personal pharmacist?
- What role should pharmacists play in response to a disaster such as an influenza pandemic?
- How can technology enhance the role of the practicing pharmacist?
- What single greatest challenge does the profession face in the next two years?
- What important trends do you see in our profession?
- What do you feel it takes to be a professional?
- What does the term "professionalism" mean to you?
- Describe an ethical dilemma you faced in a practice situation. How did you deal with it?

#### **Leadership Qualities**

- What leadership positions, if any, did you hold in pharmacy student organizations? How were you selected for these positions?
- Tell me about a time when you persuaded others to accept your recommendation or advice.
- How would a coworker describe your leadership style?
- Describe the characteristics of a leader you admire.
- Tell me about a time when you led a project with a positive [negative] outcome.
- What kept you from greater participation in extracurricular activities when you were in pharmacy school [college, high school]?
- How do you go about influencing someone to accept your ideas?
- Tell me about your commitment to maintaining a diverse work force.
- Give me examples of how you have demonstrated leadership qualities in your current position.
- Who is your favorite leader in pharmacy? Why?
- Tell me about an effective leader you have known. In your opinion, what made this individual effective?

#### **Commitment to Life-Long Learning**

Describe your three most significant learning experiences during the past six months.

- Do you plan to pursue additional studies?
- How much time do you spend each month keeping up with the professional literature? Which professional journals do you routinely read?
- Do you currently take, or do you plan to take, evening courses?
- Do you subscribe to any professional journals? Which ones?
- In the last year, have you attended any pharmacy continuing education programs?
- How do you keep up with the scientific advances in drug therapy?

# **Management Skills and Abilities**

- Have you overseen budgeting, approved expenses, and monitored departmental progress against financial goals? How qualified do you feel in performing these activities?
- Tell me about your supervision of other individuals in your past positions.
- Tell me about a learning experience that affected your management style.
- Give me examples of what you did in your most recent position to increase revenues and reduce costs.
- Have you ever had to hire people? For what types of positions?
- What characteristics do you look for in individuals you plan to hire?
- Have you ever fired anyone? What were the circumstances?
- What type of management style do you think proves effective in managing health professionals?
- Describe your management style. What aspects would you like to change? Why?
- Tell me about a time when you did not receive full support in the completion of a task and how you dealt with it.
- Are you an effective manager? Give me examples of your management effectiveness.
- Tell me about the people you hired in your current job. How long did they stay with you? How did their coworkers view them?
- What process would you use to address an employee with an unsatisfactory performance evaluation?
- How do you identify deficiencies in your subordinates?
- Give examples of your ability to delegate.
- Tell me about a time when you dealt with an employee displaying inappropriate behavior in your work setting.
- What characteristics does an effective department director display?
- How would you describe your management philosophy?
- Give me examples of how you balance autonomy and control among your employees.
- How do you effectively evaluate the performance of your staff?
- How would your staff describe your management style?
- What techniques have you found effective for motivating your staff?
- Tell me about one of your former employees who was promoted as a result of your mentoring.
- How do you prefer to recognize and reward your staff for excellent work performance?
- How do you train and develop your staff?

- How do you differentiate between management and leadership?
- Would you describe yourself as a manager or a leader? Can you elaborate?
- Give me examples of your ability to manage resources effectively.
- Tell me about a time when you negotiated a conflict between two of your most [least] successful employees.
- What strengths [weaknesses] do you display as a manager?
- If you left your current position, do you have someone to take your place? How have you developed this person to assume your responsibilities?
- Give examples of how you enhanced the effectiveness of your immediate superior in your most recent position.
- Tell me about your experience in dealing with external consultants. How did you use their recommendations for improving your department?
- Tell me about a time when you made a bad hiring decision.
- What process have you found useful in planning?
- How do you go about organizing and planning for the successful completion of a major project or event?
- Give me examples of how you handle multiple projects or assignments.
- What process did you use to prepare for this interview?
- Tell me about a time when you became sidetracked with the details of an assignment.
- How would you describe your attitude toward taking risks?
- How do you respond to the concept of "no risk, no reward?"
- What risks did you take in your most recent position? What results did taking these risks achieve?
- Do you consider yourself a risk taker? Give me examples of risks you have taken in previous positions.
- Tell me about an experience at work where the risks outweighed the rewards. How did you deal with this situation?
- How did you go about obtaining your most recent position?

# **Maintaining Peer Relationships**

- Describe your working relationship with peers.
- When assigned to a team, what types of coworkers do you like most as teammates?
- How would you describe your coworkers at your most recent place of employment?
- How do you deal with weaknesses in others?
- What do you consider the ideal mix of individuals for a productive work team?
- How would you compare the quality and quantity of your work to that of your coworkers?
- Do you prefer working alone or with others?
- In your most recent position, how did you relate to coworkers with more [fewer] years of experience?
- How do you like to work with other people when completing projects?
- Tell me about your ability to get along with classmates [faculty members, coworkers].

- What types of people irritate you at work?
- Tell me about the types of people you like to associate with at work.
- Do you enjoy meeting people?
- Tell me about a time when you were not successful in getting along with a coworker. How did you resolve the issue?

#### **Personal Attributes**

- What personal characteristics do you consider ideal for a pharmacist? How do these match your personal characteristics? How do they differ?
- What makes you different from other pharmacists [technicians, students, employees]?
- How do you measure personal success?
- Give me examples of your determination.
- Tell me about a time when your persistence paid off at work.
- How do I know you are a sincere person?
- How hard have you worked to achieve your career goals?
- Tell me about a time when you were right, but others disagreed. How did you deal with the situation?
- Tell me about a time when you accomplished a task that required a significant amount of discipline.
- In your most recent position, did you work harder than your coworkers?
- What motivates you to excel?
- List five things that motivate you to do your best work.
- Are you self-motivated? Give me examples of how you display initiative at work.
- How do you motivate other people?
- How has competition affected your achievements? Give me examples of positive [negative] impacts.
- Which has greater value to you, a large salary or recognition and career advancement?
- What personal rewards do you want from your job?
- Tell me about a long-standing interest or activity of yours.
- How do you unwind in your spare time?
- What percent of your college expenses did you earn? How?
- What did you do during your summers while you were in college?
- How do you balance your outside activities with your work?
- Do you stick to a schedule on your days away from work?
- Tell me about a movie that inspired you.
- I did not see any hobbies or outside activities listed on your résumé. What do you like to do in your time away from work?
- Do you enjoy reading? What is your favorite book [magazine]?
- Tell me about the last book you read.
- How would your best friend [college roommate, favorite supervisor, coworkers] describe you?
- If you could change one thing about your personality, what would it be? Why?

- How do you like to spend your time relaxing when not at work?
- Are you the type of person who demands attention?
- What section of the daily newspaper do you like most?
- What television program do you like most?
- Do you include coworkers in your social life?
- Tell me about an interesting trip you have taken.
- How would you describe your personality?
- What importance do you place on being liked by your colleagues?
- Who do you consider your best friend? Why is this individual special to you?
- Tell me something about yourself that you have not included in your résumé.
- · Will you relocate, if necessary?
- What will you do if we do not offer this position to you?
- How do you feel about having a dress code in a work environment made up of health professionals?
- Tell me about yourself.
- If I could remember only one thing about you, what should it be?
- How do you feel about being tested for drug use?
- How do you explain your career success?
- Tell me about a time when you exceeded the expectations of your supervisor.
- · What sites do you routinely visit on the World Wide Web?

### **Problem-Solving Skills**

- Tell me about a recurring work problem that you resolved.
- Give me examples of major projects you have completed.
- Tell me about a time when you were assigned to complete an unpopular task.
- How do you usually approach solving problems?
- Where do you turn when your usual problem-solving approaches do not work?
- Give me examples of how you have successfully used problem-solving techniques.
- Tell me about the most difficult problem you ever confronted.
- Give me an example of a problem that was not resolved to your satisfaction.
- How do you approach problems or difficult assignments that you would prefer to avoid?
- Describe a situation where you were not successful in resolving a problem. How did you finally deal with this situation?
- Tell me about a time when you were asked to solve a problem without sufficient resources. How did you resolve the problem?
- If you encounter an unsatisfied patient, what do you typically do?
- Tell me about a time when you used a creative approach to solve a difficult problem.
- Tell me about a time when you overlooked a simple solution to solve a problem.

#### **Professional and Other Employment Experience**

- What do you consider the most important thing you have learned from your most recent position?
- How will your military experience assist you with the responsibilities of this position?
- As a recent graduate, how will you compensate for your lack of experience in this position?
- Do you believe your qualifications [professional experiences] will enable you to become successful in this position?
- How does your current position relate to the mission and goals of the organization?
- How do you rate your clinical knowledge and skills?
- How do you rate your past experience in relation to the responsibilities of this position?
- I see that you have held a variety of positions. Overall, what have you learned from your work experience?
- Which of your clerkship experiences was the most [least] professionally satisfying?
  Why?
- What would your pharmacy preceptors tell me about your ability to apply knowledge in a practice setting?
- Tell me about your experience in preparing and compounding intravenous admixture preparations.
- Give me examples of recommendations you have made to physicians about medication treatment plans that reduced the risk of patient harm.
- Tell me about the outcome of a clinical intervention that you made within the past two months.
- Tell me about your experience in promoting rational drug therapy based on the use of a formulary.
- What approach do you use to document the impact of your patient interventions?
- Give me examples of your interactions with other health care providers in caring for patients.
- During the last year, have you participated in any health care promotion activities? What were the impacts?
- Give me examples of your participation in the activities of local, state, or national pharmacy organizations.
- What makes you an effective teacher?
- Tell me about your experiences in precepting pharmacy students in the practice setting.
- Your résumé indicates that you've been working as a part-time pharmacy technician. How will this experience help you achieve your career goals?

#### **Salary Issues**

- What would you like to earn five years from now?
- Do you believe your current salary reflects your experience and performance evaluations?

- How do you feel about a reduction in salary from your most recent position?
- How much do you value job security?
- Tell me about your salary expectations.
- Have you ever been denied a salary increase? What were the circumstances?
- What do you currently earn?
- What do you expect for a compensation package?

# **Dealing with Self-Assessment**

- If you could change one thing about yourself, what would you change? Why?
- What adjectives would you use to describe yourself?
- What do you consider your biggest strengths [weaknesses]?
- How does your personality manifest itself when you deal with stressful situations at work?
- Tell me about a time when you failed. How did you handle the situation?
- Do you consider yourself successful? Why?
- To what degree were you satisfied with your performance in your most recent position?
- How would you describe yourself when you were in college? How have you changed since graduating?
- What experience do you need most to advance your career?
- What do you consider the greatest disappointment in your career, to date? How did you overcome this?
- How would you characterize the quality and quantity of your work in your past positions?
- What have you learned from your mistakes?
- How do you reconcile any differences between reality and your expectations?
- What tasks or duties do you find difficult? What have you done to overcome these difficulties?
- How would you rank yourself among your peers?
- Tell me about a time at work when you were disappointed with your performance.
- Have you ever been called on by one of your professors when you were unsure about the answer? How did you respond?
- What do you consider the most intellectually challenging activity you have ever performed?
- How important do you consider details?
- What plan do you have for improving your professional qualifications?
- Have you considered pursuing an advanced degree?
- What plan do you have for improving your knowledge and skills?
- What work habits have you sought to improve?
- During the past three years, what have you done to improve your professional knowledge and skills?

#### **Stress Management**

- How do you respond to deadlines?
- Tell me about your ability to work under pressure.
- How do you manage stress in your daily work?
- How do you handle stressful situations with your supervisor [coworkers]?
- Tell me about a time when you worked under significant pressure to meet a deadline.
- What measures do you take to avoid burnout?

#### **Teamwork**

- How do you feel as a team member when your project isn't successful? How do you deal with the situation?
- How do you promote "esprit de corps" among members of a team at work?
- Do you consider yourself a team player?
- Describe a situation when the team fell apart. What was your role in the outcome?
- Tell me about a time when you were effective in convincing team members to adopt your recommendation.
- Tell me about a contribution you made as a member of a team at work.
- Tell me about a time when you increased your productivity by serving as a team member at work.
- What type of role do you generally assume when assigned to a team?
- Tell me about a time when you learned about teamwork through your participation in a sport.
- What quality do you value the most in a team member?

#### **Technical Knowledge and Skills**

- Describe your familiarity with computer systems and software applications.
- What is the latest computer software application that you have learned?
- Review the following case of a patient with [a common chronic or acute disease] and outline a plan for drug therapy management.
- Review the following case of a patient with [a common chronic or acute disease] and [any other common chronic or acute disease]. Outline a plan for drug therapy management.
- Review the following case describing a common drug interaction [adverse drug reaction]. How would you resolve the problem?
- Review the following case describing a patient with a history of medication non-compliance. Design a plan to improve the patient's medication taking behavior.
- Review the following case of a patient with diabetes [seizure disorder, high blood pressure, lipid disorder, congestive heart failure, tuberculosis, bipolar disease, urinary tract infection, Parkinson's disease] and outline a plan for drug therapy management.

- Review the following case of a patient with bronchitis and a history of anxiety. Outline a plan for drug therapy management.
- Review the following case of a patient with asthma and contact dermatitis. Outline a plan for drug therapy management.
- Review the following case of a patient with rheumatoid arthritis and a duodenal ulcer.
  Outline a plan for drug therapy management.
- Review the following case of a patient with angina pectoris and deep vein thrombosis. Outline a plan for drug therapy management.
- Review the following case of a patient with bacterial pneumonia and congestive heart failure. Outline a plan for drug therapy management.
- Review the following case of a patient with atrial fibrillation and a history of migraine headaches. Outline a plan for drug therapy management.
- Review the following case of a patient with chronic depression and symptoms of the common cold. Outline a plan for drug therapy management.

# **Time Management Skills**

- Tell me about a time when you did not meet an important deadline. What steps have you taken to avoid this situation in the future?
- How much time did you devote to outside work while you were completing your pharmacy [college, high school] degree?
- What approach do you use for time management?
- Give me examples of how you prioritized work assignments in your most recent position. How do you keep them scheduled to meet deadlines?
- Tell me about a time you requested an extension to complete an important assignment.
- Tell me about a time when you completed an important assignment ahead of schedule.
- Describe your typical workday.
- How do you organize your daily assignments and activities?
- Give me an example of a time management skill that has increased your productivity at work.
- Tell me how you deal with procrastination.

#### Volunteerism

- Tell me about your association with community service organizations. To what extent have you been involved?
- Have you held any positions in a community service organization? If so, to what extent were you involved? What did you gain from the experience?
- Have you ever been considered for a public office? What were the circumstances? What did you gain from the experience?
- Tell me about your involvement in extracurricular activities as a pharmacy student.
- What organizations did you belong to as a pharmacy student?

- Which organizations did you enjoy the most [least]?
- Our organization believes that employees should give time back to the community. How do you feel about this?
- What professional-based community projects interest you?
- Would you consider volunteering as a member of our organization if we did not hire you as an employee?

# **Concluding Questions**

- In what respect do our position and your needs appear to be a good match? In what respect do they differ?
- Is there anything else I should ask?
- Is there anything that will keep you from taking this position if we offer it?
- When can you start work?
- Now that we have spent some time orienting you to the position, what level of interest do you have?
- How does this position compare with other positions you are considering?