



# Mastering Your CommonSpirit Health Interview: Show Your Spirit!

---

## Your Interview: Demonstrating Your Compassion, Integrity, and Excellence in Action.

This guide is to help prepare you when you reach the interview stage with CommonSpirit Health. This isn't just a conversation; it's an opportunity for us to learn about your unique capabilities and, more importantly, to see how your personal values and professional approach align with our mission to serve through compassion, integrity, excellence, and collaboration. Remember, this interview is a two-way street; it's also a valuable opportunity for you to ask us questions about our team, culture, and commitment to fostering an inclusive environment where all voices are heard and respected. At CommonSpirit, we often utilize behavioral interviewing to understand your past experiences as indicators of your future success and cultural fit. This guide will help you prepare to shine.

### What is Behavioral Interviewing?

Behavioral interviewing is based on the premise that past behavior is the best predictor of future performance. Instead of asking hypothetical questions ("What would you do if...?"), we'll ask you to describe specific situations you've encountered, how you handled them, and what the outcomes were. This approach allows us to understand your real-world skills, problem-solving abilities, and how you embody values in action.

### CommonSpirit Health's Core Values in Behavioral Interviewing.

Every question you answer is an opportunity to subtly, or explicitly, demonstrate your alignment with our core values. Keep these in mind as you prepare:

- **Compassion:** Providing care and comfort with kindness, empathy, and respect.
- **Integrity:** Adhering to high moral and ethical principles, being honest and trustworthy.

- **Inclusion:** Celebrating each person's gifts and voice.
- **Excellence:** Striving for the highest quality in all we do, continuously seeking improvement.
- **Collaboration:** Working together effectively as a team, valuing diverse perspectives, and fostering mutual support.

## The STAR Method: Your Key to Success.

The most effective way to answer behavioral interview questions is using the STAR Method. This structured approach ensures your answers are comprehensive, clear, and focused on your impact.

- **S – Situation:** Briefly describe the background or context of the situation. Who was involved? When and where did it happen?
- **T – Task:** Explain your responsibility or the goal you were trying to achieve in that situation. What was expected of you?
- **A – Action:** Describe the specific actions you took to address the situation or complete the task. Focus on "I" statements, not "we."
- **R – Result:** Clearly articulate the outcome of your actions. What happened? What did you accomplish? What did you learn? Quantify results where possible.

## Preparing for Your CommonSpirit Health Behavioral Interview: Show, Don't Just Tell!

### 1. Analyze the Job Description (Your Role's Core):

- Reread the job description meticulously to understand the key responsibilities, required skills, and competencies.
- Actively think about how these responsibilities connect to our mission and values. For instance, "patient communication" links to Compassion and Collaboration.

### 2. Reflect on Your Experiences (Your Behavioral Inventory):

- Brainstorm specific examples from your prior work, academic, or volunteer experiences (especially relevant if your background includes community service or healthcare-related activities.) Think about instances where you:
  - Solved a problem or overcame a challenge.
  - Collaborated effectively with others.
  - Provided exceptional service or care.
  - Handled a difficult situation or conflict.
  - Learned from a mistake.
  - Took initiative or led a project.
  - Demonstrated attention to detail or safety.
  - Adapted to change or ambiguity.
  - Upholding ethical standards.

- As you recall these stories, consider which CommonSpirit core value (Compassion, Integrity, Excellence, Collaboration) they best exemplify. Ideally have 2–3 stories ready per key skill/value.
- 3. Practice the STAR Method (Your Storytelling Power):**
- For each brainstormed example, write it out or mentally outline it using the STAR framework. Practice articulating it out loud, either by yourself in front of a mirror or even better, with a trusted friend, colleague, or mentor. This helps refine your delivery and ensure clarity.
  - Ensure your “Result” clearly shows the positive impact you made, especially on patients, colleagues or the community. Did you improve safety? Enhance patient experience? Contribute to a more positive team environment”?
- 4. Research CommonSpirit Health (Your Connection):**
- Explore our website. Understand our history, current initiatives, specific programs, and the local facility/team you are interviewing for. Pay close attention to our Mission, Vision, and Values.
  - This deeper knowledge will allow you to tailor your answers to resonate with our organizational goals and demonstrate a genuine interest in our work.
- 5. Prepare Questions for Us (Your Curiosity & Engagement):**
- Have 2–3 thoughtful questions prepared for the interviewer(s). Aim to learn more about the role and department specifics, such as typical shifts, float requirements, and work schedules. Also inquire about team culture, opportunities for growth, or how the role explicitly contributes to CommonSpirit’s mission.
  - Asking relevant questions showcases your engagement, curiosity, and helps both you and CommonSpirit assess if this is the right mutual fit within our value-driven organization.
- 6. Prepare Your Interview Environment (Your Professional Presentation):**
- Dress for success – this is a final step to ensuring you are best prepared.
  - Virtual Interview Readiness: If your interview is virtual (e.g. via Zoom or another platform):
    - Test Your Tech: Ensure your microphone, camera and internet connection are working perfectly well in advance.
    - Quiet Zone: Find a quiet, private location free from interruptions. Notify housemates or family members to avoid unexpected distractions.
    - Professional Background: Be aware of what is visible behind you. A tidy, neutral background is ideal, avoid anything distracting or overly casual.
    - Good Lighting: Position yourself with light sources (like a window) in front of you, not behind, to ensure you are well-lit and clearly visible.

## During the Interview: Your Authentic Self.

- **Be Present:** Listen carefully to each question. If you need a moment to think, it's okay to say, "That's a good question; let me think about an example." Be sure to turn your phone on "do not disturb" or put on silent so you can focus.
- **Be Specific:** Avoid generalizations. Use concrete examples and "I" statements.
- **Be Honest:** Don't invent situations. If you genuinely haven't faced a specific scenario, you can explain a similar one or articulate how you would approach it based on your values.
- **Be Positive & Professional:** Maintain a positive attitude, even when discussing challenges. Focus on what you learned.
- **Most Importantly: Be YOU.** We value authentic individuals who embody our mission. Your passion and genuine desire to serve through healthcare will shine.

**Review this guide, identify your stories, and practice, practice, practice!**  
**We look forward to seeing your spirit in action.**

## Example Behavioral Question & STAR Answer (CommonSpirit Inspired):

Q: "Tell me about a time you had to deal with a challenging patient or family member. How did you handle it, and what was the outcome?"

### STAR Answer with CommonSpirit Flare:

- S (Situation): "During my time as a charge nurse on the medical-surgical floor, we had a patient's daughter who was very distressed and vocal about perceived delays in her mother's care following a complex surgery. She was becoming agitated and impacting other patients' families."
- T (Task): "My task was to de-escalate the situation, address her concerns effectively, and ensure the patient's family felt heard and respected, while maintaining a calm environment for other patients."
- A (Action): "I first invited the daughter to a private consultation room to ensure privacy and reduce the impact on others. I actively listened to her concerns without interruption, validating her feelings of frustration and stress over her mother's health. I then explained the care plan thoroughly, step-by-step, outlining the current status and upcoming interventions, and clarified any misunderstandings about the process and expected timelines. I also offered to connect her with the attending physician for an update later that day and provided a direct contact number for any further immediate questions. Throughout the conversation, I maintained empathetic body language and a calm tone, frequently checking for her understanding."
- R (Result): "By the end of our conversation, the daughter expressed appreciation for the detailed explanation and feeling heard. While still concerned for her mother, her agitation significantly reduced. She thanked me for taking the time, and the environment on the floor remained peaceful. This scenario reinforced for me the critical importance of compassionate, clear communication and active listening, especially during stressful times for families, and how it directly impacts their perception of care and trust in our team."