



# Screening Example

This portion of the interview addresses the following question:

**Tell us about a time at work when you were not exactly sure, but you suspected that when you told someone something, they would be hostile and even aggressive towards you. How did you prepare for the confrontation? What did you learn from that experience?**

*Let's look at the rating guide used by this Child Welfare agency to rate the applicant's response to this question..*

*Let's go over this now.*

As you see, there are three competencies that are tapped by this interview question.

**Competencies:**

- Self-awareness (emotional awareness, self-confidence)
- Adaptability (resilience in the face of adversity, adapt styles and switch gears, open to new information)
- Interpersonal relations (respects and relates well to others, cares for others)

The rating guide being used by the panel also provides examples of responses that can be used to rate the applicant's response as one of three levels of proficiency: **unacceptable**, **average** or **outstanding**. These examples are called "anchors" because they anchor the three points on the rating scale to actual examples of each point.

***Read over the examples now.***

<p><b>Unacceptable responses:</b></p> <ul style="list-style-type: none"><li>• Cannot come up with an example</li><li>• Avoids or minimizes confrontation</li><li>• Escalates conflict through own behavior</li><li>• Takes action which is counter-productive</li><li>• Shows no evidence of learning from the experience</li><li>• Escalates conflict through own behavior</li><li>• Takes action which is counter-productive</li></ul>	<p><b>Average responses:</b></p> <ul style="list-style-type: none"><li>• Provides detailed description of incident</li><li>• Develops a plan of action with some reasoning, but few options</li><li>• Describes what was learned</li></ul>	<p><b>Outstanding responses:</b></p> <ul style="list-style-type: none"><li>• Develops alternative strategies based on what person might do</li><li>• Puts self in other's position, understanding of other's perspective</li><li>• Understands impact of other person's emotions on self and of own emotions on the other person</li><li>• Maintains an open mind during incident and changes approach as needed</li><li>• Describes what was learned and how future responses affected</li></ul>
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**So, now you are going to watch this portion of Bobbi's interview. Afterwards, you will rate her interview using the guide. Then we will go over your rating with you.**