



## **Northwest Kidney Centers Behavioral Interview Guide**

### **Our Interview Approach**

At Northwest Kidney Centers, we use behavioral-based interviewing. This means we focus on your past experiences to predict future performance. Instead of hypothetical questions, we ask how you handled real situations. This helps us understand how your skills and values align with our mission.

### **Why We Use This Method**

We believe past behavior is the best indicator of future success. Our goal is to learn how you've approached challenges, teamwork, and problem-solving—because these qualities matter in delivering exceptional care.

### **What to Expect**

Traditional interviews ask about strengths or hypothetical scenarios. Behavioral interviews, like ours, ask for real examples:

### **Sample Questions**

- Tell me about a time you handled a difficult change.
- Describe a decision you made that was unpopular and how you implemented it.
- Give an example of achieving a goal.

### **How to Prepare**

Use the STAR method to structure your answers:

- Situation – Describe the context or challenge you faced.
- Task – Explain your responsibility or goal in that situation.
- Action – Detail the steps you took to address the challenge.
- Result – Share the outcome and what you learned.

### **Sample Answer Using STAR:**

**Question:** Tell me about a time you worked under pressure.

- Situation: In my previous role, we had a critical system outage during peak hours.
- Task: I was responsible for coordinating the response and restoring service quickly.

- Action: I immediately gathered the IT team, prioritized tasks, and communicated updates to stakeholders every 15 minutes.
- Result: We resolved the issue within two hours, minimizing downtime and earning positive feedback from leadership.

### **During the Interview**

- If a question isn't clear, ask for clarification.
- Be specific, detailed, and honest.
- Share examples that show your ability to adapt, collaborate, and deliver results.

### **Our Goal**

This process helps us—and you—determine if Northwest Kidney Centers is the right fit. We want to ensure your strengths align with our commitment to patient care and teamwork.