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## Top-Talent Alignment Indicator



### Personalized Report For: Sherine Good - 8/24/2016

#### Motivational Performance Characteristics:

- Sherine is very closely aligned with the best front line staff and may in fact perform even better than some.
- S/he is motivated almost identically to those in the “best of the best” category, demonstrating compassion, genuine concern and empathy for others, and giving of self.
- Sherine differs slightly from those in the formal “STRONG” category, due to slightly broader motivations that may include a need to have structure, learning, or autonomy.
- People like Sherine often won’t tolerate working beside poor performers who are barriers to the overall well being of the community, especially the residents.

## General Traits:

- You have a very strong desire to help others grow and develop.
- You have a very high service-ethic.
- You feel compelled to share altruistic love or appreciation for others.
- You have a very strong need to help and support others.
- You believe it's "Better to give than receive"

## Key Strengths:

- You are enthusiastic and enjoy working in team environments or social settings.
- You can be a very calming influence during stressful situations.
- You have a strong tendency to go beyond the call to support or service others.
- You treat others with high personal regard and respect.
- You are a very good team player.

## Training/Learning Insight:

- Your learning and development should be linked to the potential to help others.
- You should link courses and training to the knowledge gained that may potentially be shared with others on the team, or externally.
- You should link training to increased personal knowledge - to be shared with others.

## Motivational Insights:

- You appreciate the need for conservation efforts and preserving balance and harmony in the surroundings.
- You believe that art and form can be uplifting and positive, even for those with no artistic ability.
- You balance team efforts between doing it right and doing it enjoyably.
- You possess a level of artistic interest or appreciation that is right at the national mean.
- To you, balance between work and life is important.

## Continual Improvement Insights:

- Since your score is at the national mean, it is important to review other Values drives for a more complete look at areas for quality improvement.
- You may benefit by taking a more visible position on teams.
- You could benefit by ensuring your life is well balanced between personal and professional worlds.
- Remember that it is OK that some don't appreciate artistry, balance or harmony and you can serve as a bridge between those who do and don't see value in such things.



## Interviewing Tips for Sherine

Because Sherine is motivated to care and give of oneself, combined with a need for balance and getting the job done, s/he may become frustrated by others who can't "do it all". Be careful to figure this out and be able to predict:

- If Sherine is a natural leader and may be someone who could take on a leadership role down the road.
- Expresses a desire to teach others- this could be useful to your team.
- What the tolerance level is for working beside those that don't share the same passion for the residents AND commitment to get work done and done right—this could be a red flag for hiring Sherine, but losing her/him later.



## Interview Questions for Sherine

- 1) **Share with me a specific example or story when you had to work beside someone who was only there for a paycheck and was lazy-- and how you managed working with them. Did you cover their responsibilities and if so, why? What would have happened if you just ignored them?** (You're probing to find out if they will cover for the lazy co-worker, call them out, do their work for them, or something else.)  

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- 2) **Tell me what motivates you in your life, overall... not just work? Where do you think that motivation comes from? Has it changed over the years?** (Determine whether the candidate is genuine, trying to be someone they aren't or they may just be good at interviewing. Using the HireIMPACT in front of you, check to hear whether the candidate describes what motivates them as the assessment does. The closer to "green", the more they are motivated by helping others and giving of oneself. Be sure to seek out descriptive words they use and ask yourself if they are trying to be someone who they aren't.)  

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- 3) **What should we, as a team--whether management or staff-- do about people that don't show up or call out sick when they aren't sick? What is the impact of this type of behavior? Who or what is affected?** (You're looking an awareness that of course the residents are negatively affected, but ALSO the business and the employees are affected.)  

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- 4) **When you get frustrated, because we all do, what is going on for you? Give me a specific example when you were very frustrated. What was the situation? Where were you? Who was it about? How did you manage through it?** (You are seeking info about several things here, but mainly about the level of frustration they have or what's behind their justification to be frustrated... is it a minor thing or a major thing? Is it something related to things or people? Is it something about others not caring about people and that frustrates them?)  

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- 5) **Give me an example of a time when you were able to successfully persuade someone to see things your way at work.** (Try to find out if they are willing to get others to see things their way or if they shy away from such things because they don't want to ruffle feathers or make people feel like they don't care about them.)  

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- 6) **Attitude, meaning having a good and positive attitude, is essential in our business for many reasons. What's your general attitude on life, on working with others, on rising above others with bad attitudes, etc.? Are you willing to agree right now, that if and when you demonstrate a bad attitude, we will both agree that you will either fix it immediately or give appropriate notice to move on and work somewhere that accepts such mindsets?** (You are essentially seeking a verbal agreement that, down the road, will put you in a good place from a HR and legal perspective. DOCUMENT their answer with exactly what they said, date and time!).  

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- 7) **Describe a time when you struggled to build a relationship with a resident (or a customer if no previous senior living experience). How did you eventually overcome that? What was the experience like for you- meaning how did you feel?** (You want to find out if they can take a stand or let things go without always worrying about everyone else's feeling and not their own.)  

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Interviewer Name (Printed): \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_