**Interview Questions for Assessment of EO Competencies – Tool #12**

1. How do you balance keeping an eye on the big picture of where the BON/agency is headed versus getting involved in the detail of daily operations?
2. What is your experience in development and articulation of an organization’s mission, vision, and values? How did you facilitate this process? How did you insure alignment with the strategic plan and budget? What is your knowledge of the -----State Board of Nursing? Do you have any experience in an organization similar to this?
3. How do you use your leadership style to foster practices that enhance organization’s creativity and innovation?
4. State governance demands more transparency, however, no amount of legislation will make our BON/agency fully transparent. Only courageous leaders and followers who are more courageous to be candid can do that. What actions would you take to encourage transparency for you, your staff and the BON/agency?
5. Give a specific example of how you have helped create an environment where differences are valued, encourage, and supported.
6. Describe your policy-setting experience. What characteristics do you use to be successful?
7. A vision is a general statement encompassing the direction an BON/agency wants to take and the desired end result once it gets there. What do you see as the vision of this BON/agency and what are your desired results?
8. How do you evaluate the cultural competence of an organization?
9. Describe your response to change and risk, and the best way to manage these for the BON/agency.
10. Tell us about a time when you were responsible for delivering organizational changes to your team and how you achieved team buy-in.
11. Describe a major change that occurred in a job that you held. How did you adapt to this change?
12. Describe how you display courage in your current position. Name factors that strengthen and drain your courage. Give an example of how you maintain the integrity of your team or an individual team member.
13. The complex systems we work in require us to be flexible and adaptive. What tangible strategies do you use to convey adaptability and flexibility in your work setting?
14. Describe the project or situation which best demonstrates our analytical abilities. What was your role?
15. Describe your knowledge and experience with enacting fiduciary responsibilities.
16. Give an example of a difficult financial decision you had to make within the last two years. What was the outcome and would you have done anything different?
17. With economic constraints we all are cognizant of our money management. Provide an example of a financial decision during financial constraint.
18. How do you get a job done with limited financial and personnel resources?
19. At the end of the fiscal year there are excess funds. What would you do with them?
20. Describe the role technology will play in the BON/agency’s future.
21. Please tell us your knowledge of the Freedom of Public Information Act and how it pertains to this organization.
22. Quality improvement metrics can be used to spot trends in performance, adjust processes per agency goals and objectives, compare to internal and external benchmarks, and predict performance. Tell us how you have used quality improvement metrics in your current or past positions.
23. Please tell us about your knowledge of the nurse practice act and state and federal laws. Give us examples of you applying the knowledge of rules and regulations.
24. Please give us examples of your involvement in the legislative process.
25. Give us an example of your ability to conduct a serious examination and judgment of proposed legislative changes.
26. Tell us about a time when you were forced to make an unpopular decision.
27. Self-care is an important aspect of stress management. How do you handle stress?
28. Give us an example when you were accountable for your actions.
29. If the board makes a decision that you feel is going in a direction which you are in total disagreement, how would you handle this situation?
30. Tell us about a time when you had to go above and beyond the call of duty in order to get a job done.
31. Give a specific example of a policy you conformed to which you did not agree. Why?
32. Can you give an example of a time that you felt you did not communicate effectively and/or accurately? How did you rectify the situation? What were the lessons learned?
33. How do you know when you are communicating effectively and accurately?
34. What partnership alliances will be important to the BON/agency in the future?
35. What has been your experience in giving presentations to small or large groups? What has been your most successful experience in speech making?
36. Tell us about a time when you had to make a decision without all the information you needed. How did you handle it? Why? Were you happy with the outcome?
37. Give us an example of the development of a strategic plan and how you supported your board and staff in the process.
38. Tell us about how you would monitor and adjust accordingly in a strategic plan.
39. What experience do you have in developing orientation relating to regulatory missions? Give an example of how you have presented orientation information.
40. We must find the best possible fit for people's strength and the roles we ask them to play. How can you and the board president capitalize on board members’ strengths?
41. At the foundation of effective governance is the board’s involvement. Give us examples of the tools and information you will give the board members to encourage effective governance.
42. What would you do to provide opportunities for growth for the staff and board members?
43. Important aspects of a group that works well together is how individuals interact with each other and how individuals react with the group. Give us examples of how you have managed group dynamics and describe the outcome.
44. How do you prioritize projects and tasks when scheduling your time? Give some examples.
45. How do you ensure that a board meeting runs smoothly?
46. Give an example of when you had to work with someone who was difficult to get along with. How/why was this person difficult? How did you handle it? How did the relationship progress?
47. What partnership alliances will be important to the agency in the future?
48. Give us examples of your work with legislators and describe your idea of managing legislative relations.
49. Many decisions require input from others. Give an example of when you had to make a decision and how you sought input from others.
50. Give an example of how you monitor expectations for your staff.
51. Employment empowerment adds value to not only the individual employee, but to the BON/agency as well. Employees who feel empowered to make the right decisions on their own offer increased productivity and a high quality of work. How do you develop a team environment and foster empowerment?
52. Coaching and mentoring, whether on an executive level or for overall staff, are increasingly being recognized as important in employee development. Give us examples of coaching and mentoring that you have done with staff in your current position.
53. Tell of the most difficult customer service experience that you have ever had to handle-perhaps an angry or irate customer. Be specific and tell what you did and what the outcome was.
54. Give us an example of team members’ conflict which affected the work product and how you resolved the error.
55. What is your typical way of dealing with conflict? Give us an example.
56. How do you evaluate the cultural competence of an organization?
57. How have you built consensus among diverse stakeholders with complex issues and what actions did you take?