

Caring Commitments Interview, Reflection & Coaching Resource

Creating Meaningful Moments Across Every Role

We want you to feel confident and supported as you take this next step.

Our interview process is designed to help us understand how you think, collaborate, and care for others. We'll ask you to share examples from your experience so we can learn how you approach challenges, support those around you, and make a meaningful impact.

Below, you'll find examples of what we look for and how you can prepare.

Why Caring Commitments Matter

Caring Commitments define how we create meaningful moments for patients, members, caregivers, and one another. They provide a shared language for service excellence and help us build trust, strengthen relationships, and improve experiences across Intermountain Health.

How to Use This Guide

Use this resource to:

- Reflect on your own behaviors
- Facilitate team discussions
- Prepare for interviews
- Support coaching and development conversations
- Reinforce service culture expectations



› 1. I Help You Feel Welcome, At Ease, and Always Safe

What It Looks Like Creates a welcoming environment and helps others feel physically and psychologically safe.

Reflect How do I help others feel comfortable, valued, and safe when interacting with me?

Discuss What behaviors create a welcoming and safe environment on our team?

Interview Questions

- Tell me about a time you helped someone feel comfortable during a stressful situation.
- (Leader) How do you create psychological safety within your team?

› 2. I Listen to You With Sensitivity and Respond to Your Needs

What It Looks Like Listens carefully, seeks to understand, and responds with empathy.

Reflect How do I demonstrate that others have been heard and understood?

Discuss How can we improve listening and responsiveness within our team?

Interview Questions

- Tell me about a time listening changed how you responded to a situation.
- (Leader) Describe a time listening to others led to a better decision.

› 3. I Respect You and Treat You With Compassion

What It Looks Like Treats others with dignity, respect, and empathy.

Reflect How do I show compassion during difficult situations?

Discuss How do we balance accountability with compassion?

Interview Questions

- Tell me about a time compassion guided your actions.
- (Leader) How do you address difficult performance issues while maintaining dignity and respect?

› 4. I Keep You Informed and Involved

What It Looks Like Communicates clearly and involves others appropriately.

Reflect Do others know what is happening, what to expect, and how they can contribute?

Discuss Where can communication improve in our team?

Interview Questions

- Tell me about a time proactive communication improved an outcome.
- (Leader) How do you keep teams informed during change?

› 5. I Ensure Our Team Works With You to Make Things Simple and Easy

What It Looks Like Collaborates across teams to reduce barriers and simplify experiences.

Reflect What have I done recently to make things easier for those I serve?

Discuss What processes could we simplify this month?

Interview Questions

- Tell me about a time you simplified a process or experience.
- (Leader) Describe a process improvement you led.

› 6. I Take Responsibility Because I Am Empowered to Solve Problems

What It Looks Like Takes ownership, follows through, and works toward solutions.

Reflect How do I demonstrate accountability when challenges arise?

Discuss What does ownership look like on our team?

Interview Questions

- Tell me about a time you took ownership of a problem.
- (Leader) How do you balance empowerment with accountability?

LEADER CORNER

Key Messages

- Caring Commitments are everyone's responsibility.
- Caring Commitments define Intermountain's service culture.
- Caring Commitments create meaningful moments.
- Leaders partner with teams to make Caring Commitments real.
- AIDET (Acknowledge, Introduce, Duration, Explain and Thank) and the 5 C's support consistent service interactions.

Quick Self-Assessment

Ask yourself:

1. Which Caring Commitment is my greatest strength?
2. Which Caring Commitment would I like to strengthen?
3. What meaningful moment have I created recently?
4. How do others experience me?
5. What behavior will I focus on improving this month?

