

Intermountain Health Interview Skills Guide

This guide will help you effectively prepare for a job interview by using the STAR technique to structure responses and demonstrate key competencies aligned with Intermountain Health's Mission, Vision, Values, and Caring Commitments.

Practice Interviewing Using the STAR Technique

The STAR technique is a structured method for answering behavioral interview questions. It ensures responses are clear, concise, and based on real experiences.

STAR stands for:

- › **Situation** – Describe the context
- › **Task** – Explain your responsibility
- › **Action** – Describe what you did
- › **Result** – Share the outcome and impact



› 1. Identify Key Competencies

Prepare examples that align with commonly assessed competencies:

- Communication
- Building a Successful Team
- Building Strategic Work Relationships
- Coaching
- Customer Focus
- Mission, Vision, Values, and Caring Commitments

2. Select Relevant Examples

For each competency:

- Identify 2–3 real work examples
- Focus on situations where you:
 - Solved a problem
 - Improved outcomes
 - Led or influenced others
 - Supported patients, families, or caregivers

3. Build STAR Responses

Use the following structure to create your answers:

- **Situation:** What was happening? Provide brief context
- **Task:** What was your specific responsibility or goal?
- **Action:** What actions did you take? Be specific and focus on your contributions
- **Result:** What was the outcome? Describe the impact

4. Practice Your Responses

- Practice speaking your responses out loud
- Keep answers focused and concise (approximately 1–2 minutes)
- Use clear, conversational language
- Practice with a peer, mentor, or lead

COMPETENCY-BASED EXAMPLES

Communication

Describe a time when you:

- Clarified complex information
- Resolved a misunderstanding
- Improved team or patient communication

Example (STAR):

- **Situation:** Care team members had differing interpretations of a patient care plan
- **Task:** Ensure alignment and understanding
- **Action:** Facilitated a team discussion and clarified expectations
- **Result:** Improved communication and reduced delays in care

Building a Successful Team

Highlight experiences where you:

- Supported collaboration
- Contributed to team success
- Strengthened team engagement

Building Strategic Work Relationships

Focus on examples where you:

- Partnered across teams or departments
- Built trust and credibility
- Influenced outcomes without direct authority

Coaching

Provide examples where you:

- Supported development of others
- Delivered feedback
- Helped improve performance

Customer Focus

Customers include patients, families, and internal stakeholders.

Demonstrate:

- Responsiveness
- Service excellence
- Actions that improved experience or outcomes

Mission, Vision, Values, and Caring Commitments

Align your responses to organizational priorities by demonstrating:

- Compassion and respect
- Integrity and accountability
- Commitment to excellence

Be explicit about how your actions reflect these principles.

Tips for Success

- Use real examples (not hypothetical responses)
- Focus on your role and contributions
- Be specific and avoid general statements
- Clearly explain the results and impact
- Adapt your examples to the role you are applying for
- If you are unsure of exact metrics, describe impact qualitatively

Common Mistakes to Avoid

- Speaking too broadly without clear examples
- Spending too much time on the situation instead of actions
- Omitting the result or outcome
- Providing unclear or overly long responses
- Using the same example for every question without tailoring

Practice Activity

1. Select one competency
2. Write a STAR response
3. Practice delivering your response
4. Ask for feedback
5. Refine your answer