



Interactive Recruitment Experience

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In the interview, you will complete this exercise with a senior member of our team. The purpose of this exercise is to provide you with a glimpse into the world of healthcare recruitment and the kinds of conversations you will encounter. We do not expect you to be an expert at this stage; just do your best and have some fun with it!

It is not about getting it right the first time, so we may run through the exercise twice with you (and give you some tips in between). We are also looking to assess coachability, so do your best to take the feedback or advice on board.

Scenario:

You received the following email from a client (The Portland Hospital) with whom you have recently started filling shifts with.

“Hello, the nurse that you sent to us yesterday, for the first time, was dissatisfactory. We do not wish to book her again. Please cancel the rest of the shifts for the remainder of the week. Regards”

Your two tasks are:

1. Make a plan of the steps you would consider to be the best actions to take.
2. Roleplay, calling the client to work through the situation and find a way forward.

Goals for the conversation:

1. Learn about the situation in more detail (e.g. the issues, the consequences, what the client had expected, and what they are suggesting happens next).
2. Dig into the client's environment to understand any nuisances. What actions/behaviours are particularly important to them.
3. Regain their commitment to taking the nurse again for the remainder of the booked shifts this week.

Tips:

- Ask open-ended questions to move the conversation forward and gather information.
- Clients can sometimes jump to conclusions quickly. We want to have a very clear picture of the client environment.
- Use a gentle, empathetic, friendly tone.
- Take your time.
- Let your personality come across – make it a positive conversation for both parties.
- If you encounter some resistance, keep moving forward! Don't get deterred easily.



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