Indicator 1-10: Compassion, Empathy, Actions of Care

- Describe a time when you had to make a difficult decision despite pressure from others to take a different approach. What factors did you consider, and how did you reach your conclusion?
- Can you describe a situation where the human factor of a decision overrode the need for efficiency or completion? What was the result?
- Have you ever been in a situation where you had to navigate a discrepancy between your colleagues' requests and your professional responsibilities? How did you manage it?
- Can you provide an example of when you witnessed unpleasant interpersonal behavior between colleagues? How did you handle it, and what steps did you take to address the issue?
- How do you handle requests at work that you feel would be unpleasant for your colleagues? Can you share an example of when this occurred and how you responded?
- How do you ensure that your willingness to be helpful and accepting does not lead to being overburdened or taken advantage of by others? Can you give an example of how you've managed this balance?
- How do you evaluate whether someone at work is trustworthy? Can you describe when you had to reassess your trust in a colleague or client?
- Can you share an experience where being too accommodating or accepting led to a challenge or a lesson learned? What did you take away from that experience?
- Have you encountered a person in the workplace who seemed to manage interpersonal relationships well? What sorts of techniques did you learn from their example?
- Have you encountered situations where a lack of empathy affected workplace morale? How did you respond to improve the situation?
- In your opinion, how important is showing empathy and caring towards colleagues in achieving success as a team at work?
- How do you prioritize your responsibilities while also being attentive to the needs of your colleagues or clients? Can you give an example?
- Have you tried to help a colleague or client only to find they did not appreciate your efforts? How did you manage the situation, and what did you learn from it?
- Can you describe a time when you had to work with someone difficult to get along with? How did you maintain professionalism and empathy in the situation?
- Tell me about a situation where you noticed a team member struggling. How did you approach the situation, and what actions did you take?
- How do you maintain empathy and understanding when dealing with difficult or frustrated customers or colleagues?
- Give an example of a time when you had to make a difficult decision that affected others. How did you consider their requests and needs in your decision-making process?
- How do you create an inclusive and supportive environment for your team or coworkers? Can you share an example of how you've done this in the past?
- When working on a team project, how do you ensure everyone feels valued and heard, especially if someone is quieter or less assertive?
- Have you encountered a situation at work where being honest with a person would upset them? How did you navigate this situation, and what was the result?

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