



# Emotional Intelligence (EI) Interview Questions for Aged Care Roles

## 1. Empathy & Compassion

- "A resident with dementia repeatedly asks for their deceased spouse. How would you respond?"  
(Assesses: Emotional attunement, patience, and ability to provide comfort without causing distress.)
- "How would you support a resident who feels lonely or depressed?"  
(Tests: Active listening, genuine care, and creative engagement strategies.)

## 2. Self-Regulation & Stress Management

- "Describe a time when a resident became angry or aggressive. How did you handle it?"  
(Evaluates: Calm under pressure, de-escalation skills, and emotional resilience.)
- "How do you cope with the emotional toll of working in aged care?"  
(Reveals: Self-awareness, healthy coping mechanisms, and burnout prevention.)

### 3. Conflict Resolution & Communication

- **"A family member disagrees with your care approach. How would you handle it?"**  
(Probes: Diplomacy, collaboration, and ability to balance professional expertise with family emotions.)
- **"Two residents are arguing. What steps would you take?"**  
(Tests: Mediation skills, fairness, and problem-solving.)

### 4. Adaptability & Problem-Solving

- **"A resident refuses to bathe or take medication. What would you do?"**  
(Assesses: Patience, creativity in persuasion, and respect for autonomy.)
- **"How would you adjust your approach for a resident who is hard of hearing or non-verbal?"**  
(Evaluates: Observational skills, adaptability, and non-verbal communication.)

### 5. Teamwork & Emotional Awareness

- **"A colleague seems stressed and snaps at you. How do you respond?"**  
(Tests: Emotional control, team support, and constructive feedback skills.)
- **"Describe a time you had to deliver difficult news to a resident or family. How did you prepare?"**  
(Reveals: Tact, emotional preparation, and clear communication.)

## Scoring & Evaluation Tips

#### Look for:

- Empathetic language ("I'd listen first," "I'd validate their feelings")
- Non-defensive responses (Focus on solutions, not blame)
- Respect for dignity (Avoiding infantilizing or dismissive tones)

#### Red Flags:

- Rigidity ("I'd just tell them to calm down")
- Emotional detachment ("It's not my problem if they're upset")
- Blaming others ("The family is always the issue")



# Objective Emotional Intelligence (EI) Assessment Questions

(Rate answers from 1–5: Strongly Disagree to Strongly Agree)

## 1. Self-Awareness & Self-Regulation

Q1: "When a resident becomes upset, my first reaction is to..."

1. Tell them to calm down immediately.
2. Explain why their reaction is unreasonable.
3. Pause and assess their emotional state before responding.
4. Offer a distraction to shift their mood.
5. Listen quietly until they express their feelings fully.

(Correct: 3 or 5 – Shows emotional attunement)

Q2: "If I make a mistake in care, I prefer to..."

1. Fix it quietly without telling anyone.
2. Blame external factors (e.g., workload).
3. Acknowledge it, apologize, and correct it.
4. Wait for someone else to notice first.
5. Report it immediately and ask for guidance.

(Correct: 3 or 5 – Accountability & learning mindset)

## 2. Empathy & Resident-Centered Care

Q3: "A resident with dementia keeps forgetting your name. You should..."

1. Correct them each time to reinforce memory.
2. Ignore it — it's not important.
3. Reintroduce yourself warmly, as if for the first time.
4. Use a nickname to simplify things.
5. Ask their family to remind them.

(Correct: 3 – Patience & validation)

Q4: "A resident refuses a shower. You believe it's needed for their health. You would..."

1. Insist it's mandatory for hygiene.
2. Bargain (e.g., "If you shower, you can have dessert").
3. Reschedule and try again later.
4. Explore their reason and adapt (e.g., sponge bath).
5. Document their refusal and move on.

(Correct: 4 – Flexibility & respect for autonomy)

## 3. Conflict Resolution

Q5: "A colleague criticizes your approach in front of a resident. You would..."

1. Defend yourself immediately.
2. Stay silent but complain later.
3. Acknowledge their view and discuss privately.
4. Report them to a supervisor.
5. Ask the resident for their preference.

(Correct: 3 – Professionalism & emotional control)

## 4. Stress Management

Q6: "After a difficult shift, I usually..."

1. Vent to coworkers about residents/families.
2. Withdraw and avoid talking about it.
3. Reflect on what went well and what I'd improve.
4. Exercise or use a mindfulness technique.
5. Take it home and dwell on it.

(Correct: 3 or 4 – Healthy coping mechanisms)

## Scoring Guide

- 5 points: Ideal response (high EI)
- 3–4 points: Acceptable (trainable EI)
- 1–2 points: Red flag (low EI/rigidity)

Threshold: Candidates scoring  $\geq 70\%$  (e.g., 21/30) advance to the next round.



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