

# 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: 5 or 3 – 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)

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## 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)

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## 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)

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#### **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)

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#### **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.