

## Golden Nuggets of Wisdom: Putting Together the Right Team

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## ACT is a Different Animal



- Non-traditional approach
- Difficult model to implement

## ACT is NOT for Everyone *Not for most people*

- It takes a certain personality to be successful on an ACT team
- There are many different traits that work well on a team
- Goodness-of-Fit

*Flexibility*

*creative  
flexible  
passion  
common sense  
adaptability*

## Our Recruiting Past *disaster*

- Program Director would start the process
- Delegate to the Team Leader/Team
- PD would then make the offer.

*sense of humor  
twisted*

## We All Make Mistakes

- Hire the wrong person
- Inherit someone else's mistakes
- Commit the Halo Effect bias

## Goodness-of-Fit

- Know what you're looking for
- Seek balance
- Seek diversity

*expect things to go wrong.*

## **Set Up Systems**

- Standardize the interview process from start to finish
- Screen potential candidates
- Conduct a team interview (if feasible)
- Invite the best candidate(s) back for a second interview
- References/Verifications
- Documentation to HR

## **Recruiting Process**

- Screening
- First Interview (Team Interview)
- Second Interview (Ride-A-Long)
- Verifications
- Offer

## **Interview Basics**

- Involve the team
- Everyone is encouraged (not required) to be a part of the interview
- If others attend there should be an expectation that they will actively participate

## **Screening**

- What is ACT?
- Population Served
- Responsibilities
- Schedules
- Salary/Benefits
- Clarify Resume (if necessary)
- Answer Questions
- Coordinate interview

## **Interview Basics**

- Expect to train staff how to interview
- Assure questions are appropriate for the position the candidate is interviewing for
- What are illegal questions
- Debrief after the interview as a teaching tool

## **Open Ended Questions**

- Are you flexible?
  - How would you describe your flexibility?
  - (Provide scenario) How do you function in an environment of unknown and uncertainty?
- Do you have a sense of humor?
  - How would you describe your sense of humor?
- Are you a team player?
  - What does "team" mean to you?

## Interview Qs for ACT

- How do you handle feedback/criticism?
- What does teamwork mean to you?
- What are the pros & cons of teamwork?
- How do you handle conflicts among co-workers?
- What do you like most/least about \_\_\_\_\_?

## Interview Qs for ACT

- How would you describe a supervisor that you work well with?
- How do you handle verbally aggressive individuals?
- How would you engage a difficult to engage individual?
- How do you normally handle documentation?

## Interview Qs for ACT

- What is your theoretical orientation or what theoretical orientation do you tend to use?
- What do you see as the most important aspect of \_\_\_\_\_?
- How do you handle frustrations/stress management?
- How would your current (or past) supervisor/co-workers describe you?

## Interview Qs for ACT

- (Provide scenario) What do you think about doing things that don't necessarily require a master's, nursing degree, etc.?
- Where do you see yourself (professionally) in 5 yrs?
- Favorite !!!
  - Tell me about a time you really screwed-up and how you resolved it.

## Ride-A-Long

- Inform the candidate that it is a second interview
  - We will be observing how they take to the community, the consumers, and how the consumers take to them.
- Attend morning meeting
- Accompany other staff into the field
- Expect to spend about 4 hours

## References/Verifications

- Previous supervisors only
- Documents
  - Driver's License
  - Original Degree/Official Transcripts
  - Professional License
  - Social Security Card