

Interview Tips

YOUR CAREER ADVENTURE STARTS HERE!

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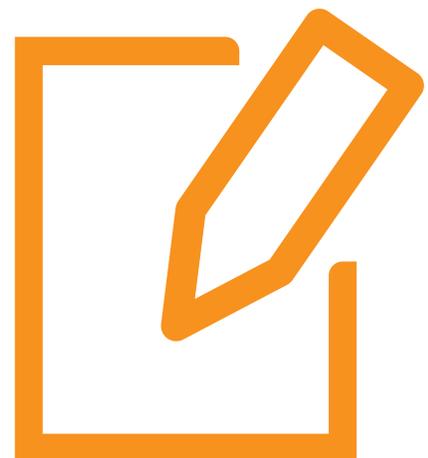
HOW DOES DAVITA INTERVIEW?

1. At DaVita, we ask behavior-based interview questions. Instead of asking, “*What would you do?*” we ask, “*What have you done?*” Understanding what you have done in past situations helps us to get a better sense of how you might respond to similar situations in the future.
 - We may ask a question like, “*Tell me about a time you exceeded expectations for a customer.*”
 - To answer this question, you will want to use any past experience (work, volunteer, school, or even personal examples) to tell YOUR story of how you exceeded expectations.
2. **When responding about your experiences, use the STAR method:**



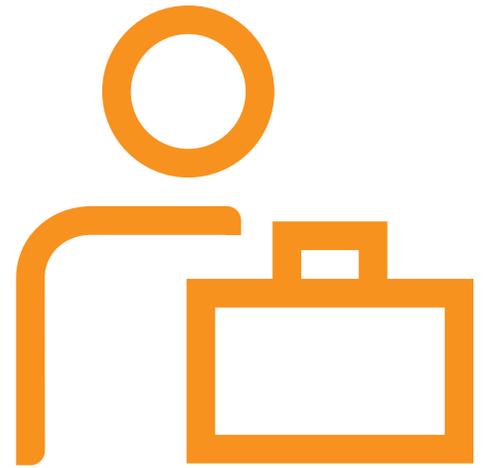
Here's an example of a STAR response to the question, “*Tell me about a time you exceeded expectations for a customer.*”

- **Situation:** “Well, I was working in a nursing home in my last job and just last week one of our residents slipped in his room and almost got really hurt. He kept talking about how he could have broken his neck, how his environment was unsafe, and he told me I was a terrible employee and that I should be fired. When I went to check in on him, he got really angry and started yelling at me. I listened attentively and suggested that we should find a way to make sure this didn't happen again.”
 - **Task:** “At first, I thought this resident might have just tripped and was yelling at me for nothing, but I wanted to make sure so I dug a little deeper and learned he had an issue with the railing in his room. At first glance it looked fine, but when I put a little weight on it I realized it was actually pretty wobbly, and that's what caused him to fall.”
 - **Action:** “I reported the issue to the facilities team and my supervisor, and they had it fixed within a couple hours.”
 - **Result:** “I'm glad I asked more questions to make sure I really understood what was going on with my patient. The patient eventually calmed down and apologized for yelling at me so much. I think he felt kind of bad about it. I told him not to worry because I totally understood how he must have felt at the time. I reassured him that his safety was my top priority and we had a pretty good relationship after that.”
3. Make sure you understand the question and feel free to ask your interviewer(s) for clarification if needed.
 4. If you are asked a tough question, don't be afraid of the silence. Take the time to think about what you want to say. We aren't afraid of silence, and you shouldn't be either.



HOW TO PREPARE FOR THE INTERVIEW

1. Look at your resume and think about what you have done in your past that aligns with the role you are interested in. Ask yourself the following questions:
 - What accomplishments am I proud of?
 - What do I bring to the table that others may not have?
 - What makes me a great fit for this role and DaVita? Why do I want this job and/or to work for DaVita?
2. Review the job description to familiarize yourself with what DaVita is looking for.
 - For example, the Patient Care Technician (PCT) job description indicates that the ability to work with a cross-functional team is highly important to the role. This is something you might be asked about. To prepare, think of experiences that demonstrate your ability to work with different coworkers, classmates or team members who have different backgrounds/experiences than you. Be sure to share whether you ran into any challenges and how you overcame those challenges.
3. Practice your answers with a friend in the **STAR** format.
4. Be ready to share what you are looking for in the role you are applying for.
5. Come prepared with multiple copies of your resume; often you will meet with more than one person, so you don't want to be caught empty-handed.



HOW DO YOU MAKE SURE DAVITA IS THE FIT FOR YOU?

At DaVita, we aren't your typical health care company. We have a unique culture, Mission and Core Values that are very important to us. New hires tell us culture is a top reason they joined DaVita.

1. It may be helpful to ask questions about when our teammates knew DaVita was a different place to work, why they joined DaVita, or how that culture feels at the local level.
2. Do your homework; read up on DaVita. Does DaVita's Mission align with what is important to you? Does what DaVita values align with your values? If so, be prepared to discuss this in the interview.
 - Don't be afraid to ask one of our teammates what our acronyms mean. For instance, SITCAFF is an acronym for our Core Values: Service Excellence, Integrity, Team, Continuous Improvement, Accountability, Fulfillment and Fun!
3. We find it inspiring when potential teammates have read about our Core Values and can share a story about which one really speaks to them.
4. Use our [career website](#), [DaVita Stories blog](#), and social media channels linked below to help you assess what it would be like to work at DaVita.



WHAT ELSE TO KNOW ABOUT THE INTERVIEW

1. Arrive approximately 10-15 minutes early so you have extra time to get settled in before your interview. You can use the time to review your notes and the job description one last time before meeting with your interviewers.
 - If for some reason, you need to cancel or reschedule your interview, please reach out to your recruiter and let them know as soon as possible.
2. Dress business professional to business casual. You can also wear your scrubs if you don't have time to change.
3. Many of our clinical roles have varying shift options. Ask your recruiter what the shift is for the role you are interviewing for.
4. Wear a smile and act confident—even if you're nervous.
5. The hiring process is a two-way street; you are making a decision about us, too! The interview won't be just US asking YOU questions. You will get the opportunity to ask questions too, so be sure to have a minimum of five thoughtful and relevant questions ready to ask during your interview. Here are some examples:
 - What do you like about working in dialysis?
 - What are fulfilling aspects of this job? What are challenging aspects of this job?
 - What would a typical day look like for me?
 - What does the typical work schedule look like?
 - What does my training consist of? How long will it take me? How many people are typically in a class?



THINGS TO THINK ABOUT AFTER THE INTERVIEW

We are looking for teammates who are excited to come to work every day and are capable of providing great care our patients deserve. Once you've completed your interview, ask yourself these questions to help you determine if DaVita is the right place for you.

- What do you think you would enjoy about this role?
- What about this role would be challenging for you?
- Will you like the daily team and/or patient interactions?
- Does the team seem like a good fit for you?
- Will the expected work schedule fit your personal life schedule?
- Will this role work for your dependents (family, spouse/partner, kids, pets, etc.)?
- Is this position a good step for your career trajectory?



Visit [Careers.DaVita.com](https://careers.davita.com) to learn more about working at DaVita.