

Hiring & Orientation

The first step to building a values-driven organization is recruiting staff and volunteers who 'fit' our organizational values. The Salvation Army is fortunate to have a well-respected history and most people who seek employment or volunteer opportunities in our organization do so because of our mission and values. However it is important that everyone, whether management or line staff, senior leader or board member, be familiar with our core values and understand their importance in all aspects of our operation. This begins in the hiring process.

Ensure questions regarding understanding of and respect for our core values are included in interview questions for both employees and volunteers

Similarly, all orientation processes should include discussion and explanation of the mission and values. Studies show that if someone is exposed to a new idea six times in the first 30 days, 90% of them will retain it. Exposure to our values in both hiring and orientation is critical.

Don't forget your volunteers and corps leaders!

Below are some sample interview questions:

- Identify two values that are important to you personally and explain why they are important and what you do to model those values.
- Tell me about a time when you saw excellence modelled in a past work experience.
- What does co-operation mean to you?
- Tell me about a time when you had to resolve a difference of opinion with a co-worker, customer or supervisor. Describe how you were able to deal respectfully with all parties involved.
- Describe the way you handled a specific problem involving others with differing values, ideas and beliefs in your current or previous job.