

Quality process Interview Questions And Answers Guide.



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Quality process Job Interview Preparation Guide.

Question # 1

Why do you want to work for this company?

Answer:-

Again be honest. The interviewer will be able to sense very quickly if you're being disingenuous. Your answer should be based on your personal reasons, career aspirations as well as research you've performed on the company. The most important thing you should do is make sure to relate your answer to your long-term career goals.

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Question # 2

If you have multiple projects on your plate, how do you handle completing them on time?

Answer:-

Prioritize based on business importance. Set clear timelines for each so that you know which ones to knock out first. Get your teammates to help if necessary.

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Question # 3

Do you consider yourself successful?

Answer:-

You should always answer yes to this question. Briefly explain why without going on and on. If you communicate that you're more successful than you really are you may come off as arrogant or unrealistic. A good explanation is that you have set professional goals and that you have met some of these goals and are on track to meet more in the near future.

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Question # 4

If you were given more initiatives than you could handle, what would you do?

Answer:-

First prioritize the important activities that impact the business most. Then discuss the issue of having too many initiatives with the boss so that it can be offloaded. Work harder to get the initiatives done.

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Question # 5

What motivates you at the work place?

Answer:-

Keep your answer simple, direct and positive. Some good answers may be the ability to achieve, recognition or challenging assignments.

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Question # 6

What are your weaknesses for Quality process position?

Answer:-

Try not to be too critical when answering this question. Instead, pick one of your weaknesses and try to turn it into a positive. For example, you could be a perfectionist, which means that you sometimes take longer on tasks, but you make sure that they are completed to a high quality. It is important to make a negative into a positive as it doesn't make you appear overly critical and shows you can reflect on your own performance.

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Question # 7

How do you handle confidentiality in your work?

Answer:-



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Often, interviewers will ask questions to find out the level of technical knowledge In Quality process that a candidate has concerning the duties of a care assistant. In a question such as this, there is an opportunity to demonstrate professional knowledge and awareness. The confidentiality of a person's medical records is an important factor for a care assistant to bear in mind.

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Question # 8

How would your boss and co-workers describe you?

Answer:-

First of all, be honest (remember, if you get this job, the hiring manager will be calling your former bosses and co-workers!). Then, try to pull out strengths and traits you haven't discussed in other aspects of the interview In Quality process, such as your strong work ethic or your willingness to pitch in on other projects when needed.

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Question # 9

You are not given the tools you need to be successful. How would you change that In Quality process?

Answer:-

State a business case to your manager / leader as to why you need the tools and make the request for them.

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Question # 10

Explain what are your weaknesses In Quality process?

Answer:-

Red flags: This is the peanut butter to the previous question's jelly. Again, everyone should expect it, so it's a bad sign if someone seems totally unprepared, or gives a stock answer like, "I'm a perfectionist." Also, of course, candidates crazy enough to blurt out some horrible personality trait should go in the red flagged pile.

Good answer: Candidates should talk about a real weakness they've been working on improving. For instance, they're not good at public speaking, but they've been taking a course to help them improve. Or maybe they feel that they're easily distracted when working online, but have installed software that helps them stay on task. Answers like these show a desire for improvement, self awareness and discipline.

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Question # 11

What is your dream job?

Answer:-

There is almost no good answer to this question, so don't be specific. If you tell the interviewer that the job you're applying for with his/her company is the perfect job you may lose credibility if you don't sound believable (which you probably won't if you're not telling the truth.) If you give the interviewer some other job the interviewer may get concerned that you'll get dissatisfied with the position if you're hired. Again, don't be specific. A good response could be, "A job where my work ethic and abilities are recognized and I can make a meaningful difference to the organization."

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Question # 12

What did you dislike about your old job?

Answer:-

Try to avoid any pin point , like never say "I did not like my manager or I did not like environment or I did not like team" Never use negative terminology. Try to keep focus on every thing was good In Quality process , I just wanted to make change for proper growth.

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Question # 13

Are you able to relocate if required?

Answer:-

Be completely honest and thoughtful with this one. You don't want to wake up one to find out that you're moving to a new city or state and it may be a major factor in your eligibility for employment. But again, if you don't want to move then the job probably isn't for you.

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Question # 14

Have you ever you have been in a position In Quality process where you've had to fire someone? How did you feel about that experience?

Answer:-

Be very thoughtful about your answer. This is a very serious matter for most companies and requires a very serious answer. You need to express that you will do it when it is the right thing to do but you don't want to give the impression that you're callus to the process. Don't forget that firing is not the same as laying someone off - it typically is for the direct benefit of the company.

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Question # 15

Do you have any blind spots?

Answer:-

This question is often meant to trick candidates since acknowledgment of blind spots would indicate they were aware of them. Also, do not disclose bad habits or



other personal concerns. Let the interviewer find out about your personal flaws through the course of the interview without directly stating these flaws.

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Question # 16

Top 12 Stress Based Interview Questions In Quality process:

Answer:-

Some jobs require employees to work under stress, and some interviewers just like to see how applicants handle stressful questions.

There are many questions designed for putting the interviewee into an awkward situation, or throwing them off, to see how they do under stress. Here are some samples.

1. How do you feel this interview is going In Quality process?
2. How would you handle undeserved criticism from a superior?
3. How many other jobs are you applying for?
4. What would you do if you saw a colleague stealing supplies or equipment?
5. What did you do when you had a boss you didn't get along with?
6. What would you do if a colleague took credit for your idea, and got a promotion?
7. Was the stress of your previous job too much for you?
8. What would you do if a colleague admitted to lying on their resume to get the job?
9. What would you do if a customer verbally insulted you in front of co-workers?
10. What would you change about the design of a baseball hat?
11. Why were you fired from your previous job In Quality process?
12. How successful do you think you've been so far?

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Question # 17

How do you evaluate success In Quality process?

Answer:-

I evaluate success In Quality process in different ways. At work, it is meeting the goals set by my supervisors and my fellow workers. It is my understanding, from talking to other employees, that the Global Guideline company is recognized for not only rewarding success but giving employees opportunity to grow as well.

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Question # 18

Have you ever been caught stealing, or better yet, have you ever stole anything?

Answer:-

I guess everyone takes a pen or paper or little things like that. But other than that, NO. I have never stole from my employers or better yet In Quality process, from anyone.

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Question # 19

How do you propose to compensate for your lack of experience?

Answer:-

The first thing you should do is discuss experience you have the interviewer is unfamiliar with. Once that is detailed, tell the person conducting the interview that you are able to learn new tasks and information in a reasonable period of time and possess a strong work ethic. However, only state this if you can live up to these expectations.

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Question # 20

How much are you willing to sacrifice to be successful at work In Quality process?

Answer:-

With anything comes sacrifice. The questions is how much of it are you willing to sacrifice with regards to work life balance, stress, etc?

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Question # 21

How have you made an impact on your team in the past?

Answer:-

I would explain and show to him or her best way possible and if they have a better way then I will encourage him or her to let me know then we can see if it works or not In Quality process.

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Question # 22

Describe your work ethic?

Answer:-

While discussing this, be sure to stress specific examples of what you bring to the company. Good qualities include resolve to fulfill job responsibilities, optimism, and a desire to be as efficient as possible while at work.

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Question # 23

Why are you leaving last job?

Answer:-

Although this would seem like a simple question, it can easily become tricky. You shouldn't mention salary being a factor at this point In Quality process. If you're currently employed, your response can focus on developing and expanding your career and even yourself. If you're current employer is downsizing, remain positive and brief. If your employer fired you, prepare a solid reason. Under no circumstance should you discuss any drama or negativity, always remain positive.

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Question # 24

What is your greatest strength In Quality process?

Answer:-

This is your time to shine. Just remember the interviewer is looking for work related strengths In Quality process. Mention a number of them such as being a good motivator, problem solver, performing well under pressure, being loyal, having a positive attitude, eager to learn, taking initiative, and attention to detail. Whichever you go for, be prepared to give examples that illustrate this particular skill.

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Question # 25

What's your dream job?

Answer:-

Along similar lines, the interviewer wants to uncover whether this position In Quality process is really in line with your ultimate career goals. While "an GGL star" might get you a few laughs, a better bet is to talk about your goals and ambitions-and why this job will get you closer to them.

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Question # 26

Why do you want to leave your current company In Quality process?

Answer:-

Bad Answer: Complaining about or blaming their former job, boss or colleagues. Also, having no good reason.

Good answer: One that focuses on the positives about why the job they're applying for offers them better learning or career opportunities, chances for advancement, aligns more closely to their long term goals, or is a better fit for them.

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Question # 27

Where do you see yourself in five years In Quality process?

Answer:-

If asked this question, be honest and specific about your future goals, but consider this:

A hiring manager wants to know

* a) if you've set realistic expectations for your career,

* b) if you have ambition (a.k.a., this interview isn't the first time you're considering the question), and

* c) if the position aligns with your goals and growth. Your best bet is to think realistically about where this position could take you and answer along those lines.

And if the position isn't necessarily a one-way ticket to your aspirations?

It's OK to say that you're not quite sure what the future holds, but that you see this experience playing an important role in helping you make that decision.

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Question # 28

What are your personal skills which make you a candidate for the position In Quality process?

Answer:-

The list of crucial character traits includes patience, tact, and poise, with personal and cultural sensitivity. One needs the ability to work long hours, with much walking and some physical tasks. But the most important trait of all is to love people and to have the desire to care for them.

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Question # 29

What do you already know about our company?

Answer:-

Good reputation of a large home grown company that has various departments and product.

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Question # 30

How would you estimate the weight of the Chrysler building?

Answer:-

This is a process guesstimate where the interviewer wants to know if you know what to ask. First, you would find out the dimensions of the building (height, weight, depth). This will allow you to determine the volume of the building. Does it taper at the top? (Yes.) Then, you need to estimate the composition of the Chrysler building. Is it mostly steel? Concrete? How much would those components weigh per square inch? Remember the extra step: find out whether you're considering the building totally empty or with office furniture, people, etc. If you're including the contents, you might have to add 20 percent or so to the building's weight.

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Question # 31

How do you handle your anger?

Answer:-

I don't get angry very easily but in the rare occasion that I do, I hold it in and act as though nothing is wrong.

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Question # 32

What is it about this position In Quality process that attracts you the most?

Answer:-

Use your knowledge of the job description to demonstrate how you are a suitable match for the role.

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Question # 33

How would you describe your approach to Quality process?

Answer:-

In more general terms, a question such as this gives a candidate the opportunity to talk about their professional philosophy and skills. While the question is general in nature, the best answers are usually quite specific, picking one or two points and exemplifying them with instances from personal history.

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Question # 34

How do you stay up to date with industry?

Answer:-

Discuss how you stay up to date by reading industry specific sites, magazines, and Google / yahoo news. Also make sure you stay up to date by reading the current news on the company's website.

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Question # 35

What role do you see technology playing in this role?

Answer:-

Technology is important to almost every job today but it's not meant to be abused. I believe it's important to increase productivity and not for personal use.

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Question # 36

Describe yourself in three words?

Answer:-

Pick three adjectives but then back up each with a real life story that demonstrates those characteristics.

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Question # 37

How would your former employer describe you?

Answer:-

In all likelihood, the interviewer will actually speak with your former employer so honesty is key. Answer as confidently and positively as possible and list all of the positive things your past employer would recognize about you. Do not make the mistake of simply saying you are responsible, organized, and dependable. Instead, include traits that are directly related to your work as a medical assistant, such as the ability to handle stressful situations and difficult patients, the way you kept meticulous records, and more.

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Question # 38

Do you have the ability to articulate a vision and to get others involved to carry it out?

Answer:-

If yes, then share an example of how you've done so at work or college. If not, then discuss how you would do so. Example: "I would first understand the goals of the staff members and then I would align those to the goals of the project / company. Then I would articulate the vision of that alignment and ask them to participate. From there, we would delegate tasks among the team and then follow up on a date and time to ensure follow through on the tasks. Lastly, we would review the results together."

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Question # 39

Describe your work style?

Answer:-

Describe the positive aspects of your work style if possible, including: work ethic, attention to detail, interpersonal skills, skill sets (analytical or otherwise), leadership abilities, communication skills.

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Question # 40

What is the most important lesson / skill you've learned from school?

Answer:-

Think of lessons learned in extra curricular activities, in clubs, in classes that had a profound impact on your personal development. For example, I had to lead a team of 5 people on a school project and learned to get people with drastically different personalities to work together as a team to achieve our objective.

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Question # 41

Are You a 'People' Person?

Answer:-

Although it may be phrased a little differently, the gist of this question is clear:

Do you like being around people? If you don't, being a medical assistant isn't a good fit for you. After all, you'll be working directly with patients throughout the day. It helps a lot if you sincerely like interacting with them. While answering this question, make sure to mention that you like helping people too. This will drive home the point that you are a talented medical assistant and would be a valuable part of the team In Quality process.

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Question # 42

How do you feel about giving back to the community?

Answer:-

Describe your charitable activities to showcase that community work is important to you. If you haven't done one yet, go to www.globalguideline.com - charitable work is a great way to learn about other people and it's an important part of society - GET INVOLVED!

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Question # 43

What qualities do you believe are important to have as a manager?

Answer:-

Great managers tend to empower their employees to be successful through strong coaching. They understand how to manage relationships - this is commonly referred to emotional intelligence. They have to be able to handle both client and staff situations that require them to be calm under pressure to clearly think of solutions to complex problems. Most importantly they must be able to articulate the vision to the team and inspire them to work together to collectively achieve that goal

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Question # 44

Why are you the best fit for this job In Quality process?

Answer:-

Analyze the job responsibilities and match those to your skills sets. Then discuss how your experience and skills sets can truly create the best impact to the company in that specific job role. Impact could mean marketing impressions, sales, cutting costs, making products more efficiently, creating better customer service, engineering new designs that create customer excitement, etc.

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Question # 45

If hired, how do you intend on making a difference with our company?

Answer:-

Dedicate myself to learn everything about the new company that I can, look for ways and ideas that could improve, processes, safety, removing obstacles from the associates, I want to advance within the company.

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Question # 46

What's been your biggest failure to date?

Answer:-

Describe your biggest failure and discuss what you've learned from it and ideally how you've been successful since because of that lesson.

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Question # 47

What are three positive characteristics you wish you had?

Answer:-

The key here is to be honest about your wish list but then to describe how you plan on developing or growing those characteristics so that it becomes a reality. For example, I wish I had a stronger work ethic and I am reading a book right now about how to instill a better discipline around getting work done efficiently.

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Question # 48

Why do you want to join our company?

Answer:-

This is a question that is aimed at finding out whether you know enough about the company and the basic market. The best way to answer this question is to do some



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research on the company and highlight its positive points.

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Question # 49

What motivates you to succeed?

Answer:-

Your interviewer will likely want to know the reasons why you will remain motivated to do your best during your employment with the company In Quality process. Perhaps you are interested in being challenged, but you may also have interest in being recognized for your hard work in the form of the number of sales you can attain. A great example answer for this question is "I always do my best in everything, including my job. I take pride in my success, and I also want the company for which I work to be successful. Being affiliated with a company that is known for its excellence is very important to me."

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Question # 50

What's a time you disagreed with a decision that was made at work?

Answer:-

Everyone disagrees with the boss from time to time, but in asking this interview question In Quality process, hiring managers want to know that you can do so in a productive, professional way. "You don't want to tell the story about the time when you disagreed but your boss was being a jerk and you just gave in to keep the peace. And you don't want to tell the one where you realized you were wrong,". Tell the one where your actions made a positive difference on the outcome of the situation, whether it was a work-related outcome or a more effective and productive working relationship.

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Question # 51

What is your perception of taking on risk?

Answer:-

Your answer depends on the type of company you're interviewing for. If it's a start up, you need to be much more open to taking on risk. If it's a more established company, calculated risks to increase / improve the business or minimal risks would typically be more in line.

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Question # 52

What's been your biggest success to date?

Answer:-

Talk about a story / experience about how you achieved success and be sure to share details on the results and outcome. Have it highlight a strong characteristic such as leadership, work ethic and so forth.

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Question # 53

Do you have any question regarding this job In Quality process?

Answer:-

Never ask Salary, perks, leave, place of posting, etc. regarded questions. Try to ask more about the company to show how early you can make a contribution to your organization like. "Sir, with your kind permission I would like to know more about induction and developmental programs?" OR Sir, I would like to have my feedback, so that I can analyze and improve my strengths and rectify my shortcomings.

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Question # 54

Why should the we hire you as this position In Quality process?

Answer:-

This is the part where you link your skills, experience, education and your personality to the job itself. This is why you need to be utterly familiar with the job description as well as the company culture. Remember though, it's best to back them up with actual examples of say, how you are a good team player.

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Question # 55

How would you define success?

Answer:-

Success is defined differently for everybody. Just make sure the parameters are defined by you with regards to work life balance, financial gain, career growth, achievements, creating meaningful work / products and so forth. If you can clearly articulate what it means to you that is a strong answer.

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Question # 56

How do you handle stressful situations?

Answer:-

By remaining calm, weighing out all my options and executing a plan to get the situation resolve .

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**Question # 57**

What does quality work mean to you?

Answer:-

Quality work to be is about doing work to the require or set standard, which is very important when it comes to warehouse operations.

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Question # 58

What is your biggest achievement?

Answer:-

Quality work to be is about doing work to the require or set standard, which is very important when it comes to warehouse operations.

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Question # 59

How do you think I rate as an interviewer?

Answer:-

I think you did fine. I'm sure you've conducted a lot of interviews, and it's probably second nature for you now. Thanks for taking the time to meet with me today. I'm sure you have a lot of things you have to juggle every day. I'd say you rate at least ten out of ten. The questions you asked seemed spot on. I can tell you guys are working hard to find the perfect applicant for the job. I'm glad I could meet with you.

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Question # 60

How have you changed in the last five years?

Answer:-

All in a nutshell. But I think I've attained a level of personal comfort in many ways and although I will change even more in the next 5-6 years I'm content with the past 6 and what has come of them.

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Question # 61

What do you know about the company?

Answer:-

Any candidate can read and regurgitate the company's "About" page. So, when interviewers ask this, they aren't necessarily trying to gauge whether you understand the mission-they want to know whether you care about it. Start with one line that shows you understand the company's goals, using a couple key words and phrases from the website, but then go on to make it personal. Say, "I'm personally drawn to this mission because..." or "I really believe in this approach because..." and share a personal example or two.

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Question # 62

How would you motivate your team members to produce the best possible results?

Answer:-

Trying to create competitive atmosphere, trying to motivate the team as a whole, organizing team building activities, building good relationships amongst people.

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Question # 63

Have you got any questions?

Answer:-

This is your final opportunity to persuade the interviewer that you are the right candidate for the job. Now is not the time to ask questions about holidays, pay or pensions - all these things can be asked later when you get an offer of employment. Now is the time to ask about any reservations that the interviewer may have about your suitability for the role. You will then give yourself one last chance to persuade the interviewer that you are the right candidate for the job.

Example Thank you. I think we have covered everything. Before we finish the interview I would like to take the opportunity to ask if you have any reservations about my suitability for this role?

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Question # 64

Explain an occasion when you had to adapt in the face of a difficult situation?

Answer:-

One of the most useful interview tactics is to remain positive about your work and achievements. This question lets the candidate draw on their own personal history to show how they have been positive and successful in the face of difficulties. Choose a specific occasion to describe, rather than dealing with generic platitudes.

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Question # 65

How would you observe the level of motivation of your subordinates?

Answer:-



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Choosing the right metrics and comparing productivity of everyone on daily basis is a good answer, doesn't matter in which company you apply for a supervisory role.

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Question # 66

Give me an example of an emergency situation that you faced. How did you handle it?

Answer:-

There was a time when one of my employers faced the quitting of a manager in another country. I was asked to go fill in for him while they found a replacement and stay to train that person. I would be at least 30 days. I quickly accepted because I knew that my department couldn't function without me.

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Question # 67

What would your first 30, 60, or 90 days look like in this role In Quality process?

Answer:-

Start by explaining what you'd need to do to get ramped up. What information would you need? What parts of the company would you need to familiarize yourself with? What other employees would you want to sit down with? Next, choose a couple of areas where you think you can make meaningful contributions right away. (e.g., "I think a great starter project would be diving into your email marketing campaigns and setting up a tracking system for them.") Sure, if you get the job, you (or your new employer) might decide there's a better starting place, but having an answer prepared will show the interviewer where you can add immediate impact-and that you're excited to get started.

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Question # 68

What types of personalities do you work with best?

Answer:-

In the past, I have found it difficult to work with others who see themselves as better than others, who can take criticism, and who refuse to work with others. I have found it challenging to work with them b/c I am a team oriented person who feels the importance of working together over the needs of the individual especially in a learning environment.

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Question # 69

What features of your previous jobs have you disliked?

Answer:-

It's easy to talk about what you liked about your job in an interview, but you need to be careful when responding to questions about the downsides of your last position. When you're asked at a job interview about what you didn't like about your previous job, try not to be too negative. You don't want the interviewer to think that you'll speak negatively about this job or the company should you eventually decide to move on after they have hired you.

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Question # 70

Tell me something about your family background?

Answer:-

First, always feel proud while discussing about your family background. Just simple share the details with the things that how they influenced you to work in an airline field.

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Question # 71

What is your greatest weakness In Quality process? What are you doing to improve it?

Answer:-

I believe my biggest weakness In Quality process is wanting to help anyone I can help. What I mean is I am willing to take on task that are not my job. I want to learn all I can. However, that has helped me get promoted or even asked to help in times of need in other department. I have been know as the "go to person" when help is needed.

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Question # 72

Describe to me the position In Quality process you're applying for?

Answer:-

This is a "homework" question, too, but it also gives some clues as to the perspective the person brings to the table. The best preparation you can do is to read the job description and repeat it to yourself in your own words so that you can do this smoothly at the interview.

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Question # 73

What's a time you exercised leadership?

Answer:-

Depending on what's more important for the the role, you'll want to choose an example that showcases your project management skills (spearheading a project from end to end, juggling multiple moving parts) or one that shows your ability to confidently and effectively rally a team. And remember: "The best stories include



enough detail to be believable and memorable." Show how you were a leader in this situation and how it represents your overall leadership experience and potential.

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Question # 74

How many square feet of pizza are eaten in the United States each month?

Answer:-

This is a classic guesstimate question where you need to think aloud. And so first off you round the U.S. population to 300 million people (it's actually about 315 million but rounding will be much easier and your interviewer will not score you lower for rounding). Then estimate how many people eat pizza. A decent educated guess is two out of every three people, or 200 million. Now let's say the average pizza-eating person eats pizza twice a month, and eats two slices at a time. That's four slices a month. If the average slice of pizza is perhaps six inches at the base and 10 inches long, then the slice is 30 square inches of pizza. So, four pizza slices would be 120 square inches (30 times 4).

Since one square foot equals 144 square inches (12 times 12), let's assume that each person who eats pizza eats one square foot per month. Since there are 200 million pizza-eating Americans, 200 million square feet of pizza are consumed in the U.S. each month. To summarize: 300 million people in America, 200 million eat pizza, average slice of pizza is six inches at the base and 10 inches long or 30 square inches, average American eats four slices of pizza a month, four pieces times 30 square inches equals 120 square inches (one square foot is 144 square inches), so let's assume one square foot per person, and thus one square foot times 200 million people equals 200 million square feet of pizza a month.

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Question # 75

What's the least rewarding work you've ever done and why?

Answer:-

Describe work you've done that you feel doesn't take advantage of your full potential. For example, "I once had to make paper copies for my job and I feel it didn't take full advantage of my skills. However, it did teach me to be humble in my work and to appreciate a good opportunity when it arose to use my skills"

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Question # 76

How do you act when you encounter competition?

Answer:-

This question is designed to see if you can rise the occasion. You want to discuss how you are the type to battle competition strongly and then you need to cite an example if possible of your past work experience where you were able to do so.

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Question # 77

What do you think is your greatest weakness?

Answer:-

Don't say anything that could eliminate you from consideration for the job. For instance, "I'm slow in adapting to change" is not a wise answer, since change is par for the course in most work environments. Avoid calling attention to any weakness that's one of the critical qualities the hiring manager is looking for. And don't try the old "I'm a workaholic," or "I'm a perfectionist."

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Question # 78

How good are you at problem solving?

Answer:-

Describe the problem first and then discuss how you were able to fix it.

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Question # 79

What are your salary expectations In Quality process?

Answer:-

This question is like a loaded gun, tricky and dangerous if you're not sure what you are doing. It's not uncommon for people to end up talking salary before really selling their skills, but knowledge is power as this is a negotiation after all. Again, this is an area where doing your research will be helpful as you will have an understanding of average salary.

One approach is asking the interviewer about the salary range, but to avoid the question entirely, you can respond that money isn't a key factor and you're goal is to advance in your career. However, if you have a minimum figure in mind and you believe you're able to get it, you may find it worth trying.

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Question # 80

How would you rate your communication and interpersonal skills for this job In Quality process?

Answer:-

These are important for support workers. But they differ from the communication skills of a CEO or a desktop support technician. Communication must be adapted to the special ways and needs of the clients. Workers must be able to not only understand and help their clients, but must project empathy and be a warm, humane presence in their lives.

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