

# United Healthcare Interview Questions And Answers Guide.



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## United Healthcare Job Interview Preparation Guide.

### Question # 1

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 United Healthcare, from anyone.

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### Question # 2

What's the difference between good and exceptionally great?

#### Answer:-

Being good is getting the job done as promised In United Healthcare. Being great is delivering the work in an exceptional way that completely exceeds expectations.

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### Question # 3

What motivates you?

#### Answer:-

I've always been motivated by the challenge - in my last role, I was responsible for training our new recruits and having a 100% success rate in passing scores. I know that this job is very fast-paced and I'm more than up for the challenge. In fact, I thrive on it.

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### Question # 4

Tell us about a suggestion you have made that has benefited an organization you've worked for?

#### Answer:-

This is another opportunity to show the interviewer what you're capable of so make sure to be prepared for this type of question. Have an example ready and make sure its an example of a suggestion you've made that was accepted and that have positive influence. If you can come up with an example that relates to the position you're applying for that would be even better.

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### Question # 5

What are your weaknesses for United Healthcare 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 # 6

Tell me about a time when you helped resolve a dispute between others?

#### Answer:-

Be sure to discuss a very specific example. Tell the interviewer what methods you used to solve the problem without focusing on the details of the problem.

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### Question # 7

Are you willing to work in shifts?

#### Answer:-



If the job calls for shifts that vary, be ready to do that for your work. If you aren't open to that, then explain why and see if they can adjust it for you.

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### **Question # 8**

What is your typical way of dealing with conflict? Give me an example?

#### **Answer:-**

First, find out what the root of the problem is. Second, determine the best steps to remediation with the best possible outcome. Third, take action to put remediation plans in place.

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### **Question # 9**

What's your dream job?

#### **Answer:-**

Along similar lines, the interviewer wants to uncover whether this position In United Healthcare 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 # 10**

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 # 11**

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 United Healthcare , I just wanted to make change for proper growth.

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### **Question # 12**

Tell me about a time you had to fire a friend?

#### **Answer:-**

Hopefully you've never had to do this, but if you did, talk about how hard it was personally to fire anyone but that you did it objectively.

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### **Question # 13**

What do you know about our company?

#### **Answer:-**

You always want to make sure that you're pretty familiar with the company that you're interviewing with. Nothing looks worse than a candidate who knows nothing about the company they say they're interested in working for. Find out everything you can about the company, its culture and its goals. You will also want to know how the company is positioned in its market as well as who its major competitors are.

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### **Question # 14**

Tell me a difficult situation you have overcome in the workplace?

#### **Answer:-**

Conflict resolution, problem solving, communication and coping under pressure are transferable skills desired by many employers In United Healthcare. Answering this question right can help you demonstrate all of these traits.

\* Use real-life examples from your previous roles that you are comfortable explaining

\* Choose an example that demonstrates the role you played in resolving the situation clearly

\* Remain professional at all times - you need to demonstrate that you can keep a cool head and know how to communicate with people

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### **Question # 15**

Can you tell me a little about yourself?

#### **Answer:-**

This question seems simple, so many people fail to prepare for it, but it's crucial. Here's the deal: Don't give your complete employment (or personal) history In United Healthcare. Instead give a pitch-one that's concise and compelling and that shows exactly why you're the right fit for the job. Start off with the 2-3 specific accomplishments or experiences that you most want the interviewer to know about, then wrap up talking about how that prior experience has positioned you for this specific role.

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### **Question # 16**

What do you expect from this job In United Healthcare?

#### **Answer:-**

Talk about the potential career development, your career aspirations, your work relationships and the learning you'll receive.

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### **Question # 17**

Think about the changes you have seen and tell me how you handle change?

#### **Answer:-**

You can cite personal life changes, work place changes, career changes, technology change, industry change. The key is to discuss how seeing or experiencing that change has helped your development. For example, the recent changes in social media has broadened my horizons and helped me learn new forms of efficient marketing.

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### **Question # 18**

What is your greatest achievement outside of work In United Healthcare?

#### **Answer:-**

This is a great opportunity for you to discuss how you've given back to the community, how you've achieved in a competitive extracurricular activity (think sports or clubs), how you've mentored others, and so forth.

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### **Question # 19**

What have you learned from mistakes on the job?

#### **Answer:-**

Candidates without specific examples often do not seem credible. However, the example shared should be fairly inconsequential, unintentional, and a learned lesson should be gleaned from it. Moving ahead without group assistance while assigned to a group project meant to be collaborative is a good example.

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### **Question # 20**

Who are your heroes?

#### **Answer:-**

Have at least one person you consider a hero or role model. Be ready to explain why they are a hero to you and how they've inspired you to be a better person.

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### **Question # 21**

Describe a time when you anticipated potential problems and developed preventive measures?

#### **Answer:-**

The key here is to show that you were proactive. How did you find out about the potential problems? How did you address it quickly?

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### **Question # 22**

What have you done to improve your knowledge In United Healthcare in the last year?

#### **Answer:-**

Try to include improvement activities that relate to the job In United Healthcare. A wide variety of activities can be mentioned as positive self-improvement. Have some good ones handy to mention.

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### **Question # 23**

Explain a time when you did not get along with your coworker?

#### **Answer:-**

I used to lock heads with a fellows. We disagreed over a lot of things - from the care of civilians to who got what shifts to how to speak with a victim's family. Our personalities just didn't mesh. After three months of arguing, I pulled her aside and asked her to lunch. At lunch, we talked about our differences and why we weren't getting along. It turns out, it was all about communication. We communicated differently and once we knew that, we began to work well together. I really believe that talking a problem through with someone can help solve any issue.

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### **Question # 24**

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 # 25**

What types of books or magazines do you typically read?

#### **Answer:-**

Describe both your personal and professional favorites. If you happen to like professional books / magazines that relate to the industry of the company you're applying for - that's definitely worth highlighting.

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### **Question # 26**

Who was your favorite manager and why?

#### **Answer:-**

Describe the attributes you liked about your favorite manager, typically attributes discussed are: Great at coaching, inspiring, motivating, empowering, trusting, delegating, leading, etc.

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### **Question # 27**

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 # 28**

What type of mentors do you seek out and why?

#### **Answer:-**

Think of your top 3 mentors and what attributes they exhibit that you want to emulate. Common attributes include passion, desire, will, leadership, ability to influence others, intelligence.

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### **Question # 29**

Why should I hire you In United Healthcare?

#### **Answer:-**

To close the deal on a job offer, you MUST be prepared with a concise summary of the top reasons to choose you. Even if your interviewer doesn't ask one of these question in so many words, you should have an answer prepared and be looking for ways to communicate your top reasons throughout the interview process.

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### **Question # 30**

Do you work better on a team, with just one partner, or alone?

#### **Answer:-**

Ideally you can handle all three well, but you may have a personal preference for one or a few. The key is to make sure you understand what the job is looking for and to pair your answer with that (assuming it's true)

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### **Question # 31**

How do you inspire others to be better?

#### **Answer:-**

First, the key to inspiring others it to first understand what their goals and objectives are. Once you understand what people want, you can inspire them with a vision that aligns to what they care about. People generally care about having purpose, being successful (and being recognized for it), contributing in a meaningful way, and financial rewards (to a degree) and much more. Then once you understand what people set as goals, you can inspire them through 1:1 pep talks, a presentation to multiple people and so forth.

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### **Question # 32**

How meticulous are you with details?

#### **Answer:-**

Being detailed is important for many types of job roles. Typically you want to highlight how you've done that in previous roles. Example: "Being meticulous is important to me. In my last job, I had to count the money in the register as a cashier to make sure it matched to the receipts down to the last penny." This was to ensure there wasn't any "wrongdoing" at the company by any of the cashiers and I was always accurate in my reports.

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### **Question # 33**

What is your ideal working environment?

#### **Answer:-**

Describe your ideal working environment. Do you like flexibility with work hours? Do you like working in a cubicle or independently? Do you like to be micro



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managed or empowered? Do you like to work on your own or in a team? Do you like being driven by metrics in your role? How much responsibility do you want?

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### **Question # 34**

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 # 35**

Why are you the best fit for this job In United Healthcare?

#### **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 # 36**

How would you feel about working for someone who knows less than you In United Healthcare?

#### **Answer:-**

The reality is, the majority of the time someone is in a management/leadership position is because of their experience and past success. So they probably possess at least a unique set of knowledge from you. So you'll want to learn from them as much as possible. If it's not the case, then discuss how you would look for mentors in different departments to help your personal career development.

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### **Question # 37**

What type of personalities do you work best with and why?

#### **Answer:-**

Think of which personalities you work best with (do you like outgoing, collaborative, personable working relationships and so forth?)

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### **Question # 38**

In what areas do you think you will need guidance?

#### **Answer:-**

Think about what you need to learn going into the job. Skill sets, industry knowledge, relationship building, team dynamics. Which areas are ones you're lacking?

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### **Question # 39**

Why are manhole covers round?

#### **Answer:-**

This is a classic brainteaser, which was reportedly first asked by a Microsoft interviewer. Here's how to ""solve"" this brainteaser (remember to speak and reason out loud while solving this brainteaser): Why are manhole covers round? Could there be a structural reason? Why aren't manhole covers square? It would make it harder to fit with a cover. You'd have to rotate it exactly the right way.

The pipes below are also round, so fitting them might be easier, as might be making them. So many manhole covers are round because they don't need to be rotated. There are no corners to deal with. Also, a round manhole cover won't fall into a hole because it was rotated the wrong way, so it's safer. Looking at this, it seems corners are a problem. You can't cut yourself on a round manhole cover. And because it's round, it can be more easily transported. One person can roll it.

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### **Question # 40**

Do you work well on a team? How would you define teamwork?

#### **Answer:-**

I would define team work as getting the job done In United Healthcare whether that means if I have to do more then the guy next to me as long as the work gets finished.

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### **Question # 41**

What are your personal skills which make you a candidate for the position In United Healthcare?

#### **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 # 42**



What is it about this position In United Healthcare 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 # 43**

What do you feel you deserve to be paid?

**Answer:-**

Do your research before answering this question - first, consider what the market average is for this job. You can find that by searching on Google (title followed by salary) and [globalguideline.com](#) and other websites. Then, consider this - based on your work experience and previous results, are you above average, if yes, by what % increase from your pay today from your perspective? Also - make sure if you aim high you can back it up with facts and your previous results so that you can make a strong case.

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**Question # 44**

Describe your academic achievements?

**Answer:-**

Think of a time where you really stood out and shined within college. It could be a leadership role in a project, it could be your great grades that demonstrate your intelligence and discipline, it could be the fact that you double majored. Where have you shined?

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**Question # 45**

There's no right or wrong answer, but if you could be anywhere in the world right now, where would you be?

**Answer:-**

Just be honest about where you'd like to be - you never know - you may end up bonding with the interviewer with the location. However, you want to stress that you want to work out of the location that you're interviewing for.

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**Question # 46**

Do you have good computer skills?

**Answer:-**

It is becoming increasingly important for medical assistants to be knowledgeable about computers. If you are a long-time computer user with experience with different software applications, mention it. It is also a good idea to mention any other computer skills you have, such as a high typing rate, website creation, and more.

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**Question # 47**

If I talked to your three biggest fans, who would they be and why?

**Answer:-**

If you can reference three professionals with executive titles (CXO, VP, Director, Manager), that carries a lot of weight. Make sure you highlight how you've helped them achieve their biggest objectives and how that's made them your fan.

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**Question # 48**

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 # 49**

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 # 50**

What do you know about this department?

**Answer:-**

One good way to find out about the department is to try to "informally" interview the existing employees over coffee (outside of the office) if possible. It's hard if you don't have any connections there, but if you do a great way to learn about it. Other than that, it's often hard to learn about the department so you can turn the table back on them by asking questions to learn about it.



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### **Question # 51**

What was the most important task you ever had?

#### **Answer:-**

There are two common answers to this question that do little to impress recruiters:

\* 'I got a 2.1'

\* 'I passed my driving test'

No matter how proud you are of these achievements, they don't say anything exciting about you. When you're going for a graduate job, having a degree is hardly going to make you stand out from the crowd and neither is having a driving licence, which is a requirement of many jobs.

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### **Question # 52**

Tell me about the last time you had to work with someone inside or outside of your department to accomplish a goal?

#### **Answer:-**

Show that you were communicative with that person and that you were able to collaborate effectively in sharing ideas and work tasks. They want to see that you can be a team player.

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### **Question # 53**

Why do you want to work In United Healthcare for this organisation?

#### **Answer:-**

Being unfamiliar with the organisation will spoil your chances with 75% of interviewers, according to one survey, so take this chance to show you have done your preparation and know the company inside and out. You will now have the chance to demonstrate that you've done your research, so reply mentioning all the positive things you have found out about the organisation and its sector etc. This means you'll have an enjoyable work environment and stability of employment etc - everything that brings out the best in you.

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### **Question # 54**

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 # 55**

Where do you see yourself professionally five years from now In United Healthcare?

#### **Answer:-**

Demonstrate both loyalty and ambition in the answer to this question. After sharing your personal ambition, it may be a good time to ask the interviewer if your ambitions match those of the company.

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### **Question # 56**

How would you rate your communication and interpersonal skills for this job In United Healthcare?

#### **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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### **Question # 57**

What do you think we could do better or differently?

#### **Answer:-**

This is a common one at startups. Hiring managers want to know that you not only have some background on the company, but that you're able to think critically about it and come to the table with new ideas. So, come with new ideas! What new features would you love to see? How could the company increase conversions? How could customer service be improved? You don't need to have the company's four-year strategy figured out, but do share your thoughts, and more importantly, show how your interests and expertise would lend themselves to the job.

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### **Question # 58**

What problems have you encountered at work?

#### **Answer:-**

Wow, do we have problems! Where do I begin? Well, most of the problems are internal, just people not working well with each other. I have one person on our team who is a real problem, but it seems like management is afraid to do anything about it. So we all end up having to do extra work to cover for this person, who just





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doesn't work. We all say that he's retired in place. I think he's just holding on until retirement in a couple years. But he's a real problem. I complain about it--a lot--but nothing ever seems to get done. I've even written negative reviews about the person, hoping he will get canned, but it doesn't happen. I can't wait for him to retire.

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### **Question # 59**

Give an example of a time you successfully worked In United Healthcare on a team?

**Answer:-**

On the whole I prefer to stick to doing what I'm told rather than setting myself up to fail by doing things off my own bat. But there was this one time when I suggested to my boss at the pizza parlor that she try offering an 'all you can eat' deal to students to boost trade on Mondays. She thought it was an interesting idea but nothing ever came of it.

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### **Question # 60**

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 # 61**

Tell me one thing about yourself you wouldn't want me to know?

**Answer:-**

Talk about a trait that you would consider a weakness. No need to talk about your deepest darkest secrets here.

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### **Question # 62**

Give me an example of when you competed hard and won?

**Answer:-**

You can reference many different areas here when discussing a story of where you won in competition: Work experience (ideal), sports, clubs, classes, projects.

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### **Question # 63**

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 # 64**

What are three positive things your last boss would say about you?

**Answer:-**

It's time to pull out your old performance appraisals and boss's quotes. This is a great way to brag about yourself through someone else's words: "My boss has told me that I am the best designer he has ever had. He knows he can rely on me, and he likes my sense of humor."

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### **Question # 65**

Explain me about your experience working in this field In United Healthcare?

**Answer:-**

I am dedicated, hardworking and great team player for the common goal of the company I work with. I am fast learner and quickly adopt to fast pace and dynamic area. I am well organized, detail oriented and punctual person.

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### **Question # 66**

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 # 67**

What techniques and tools do you use to keep yourself organized In United Healthcare?

**Answer:-**



Utilizing a calendar, having a notebook with your "to do" list, focusing on your top 3 priorities each and every day, utilizing a systematic way of storing documents on your computer (like box.net)

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### **Question # 68**

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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