INTERVIEW WITH CONFIDENCE

A Certified Nurse Aide (CNA) interview is your opportunity to show an employer how your training, patient-care skills, reliability and communication can support residents, patients and the care team.

1. BEFORE THE INTERVIEW

- Research the employer. Review its website, mission, services, location and the population it serves.
- Read the job posting again. Identify the qualifications, schedule expectations and CNA skills the employer emphasizes.
- Review your resume and prepare examples from training, clinical experience, work, volunteering or school that demonstrate your strengths.
- Practice your answers out loud. Keep them clear, specific and connected to the job.
- Confirm the interview time, location, contact person and whether you will meet with one interviewer or a panel.
- Choose professional clothing and plan your route. For an in-person interview, aim to arrive about 10–15 minutes early.

2. PREPARE YOUR CNA STORIES

Employers may ask behavioral questions about how you handled a situation. Use the STAR method to organize your answer:

S **SITUATION**	T **TASK**	A **ACTION**	R **RESULT**
Briefly explain what was happening.	Describe what you needed to accomplish.	Explain what you did and why.	Share the outcome or what you learned.

3. PRACTICE QUESTIONS YOU MAY HEAR

- ☐ Tell me about yourself and why you want to work as a CNA.
- ☐ How would you respond if a resident or patient refused care?
- ☐ How do you protect a patient's privacy and dignity?
- ☐ How do you handle a busy shift or competing priorities?
- ☐ Why are you interested in working for our organization?
- ☐ Tell me about a time you worked as part of a team.
- ☐ What would you do if you noticed a change in a patient's condition?
- ☐ Tell me about a time you received feedback and how you responded.

4. VIRTUAL INTERVIEW? CHECK YOUR SETUP

TECH READY	**SPACE READY**
Test your camera, microphone, internet connection and meeting link. Close extra apps and mute notifications.	Choose a quiet, well-lit area with a blurred simple background. Position the camera at eye level and sign in 10–15 minutes early.

PRIMARY SOURCE: U.S. Department of Labor, Veterans' Employment and Training Service, Interview Skills Participant Guide (February 2026). View the original guide

SHOW THEM HOW YOU CARE

5. DURING THE INTERVIEW

- Listen carefully and answer the question directly. It is okay to pause briefly before responding or ask for clarification.
- Use specific examples to show your skills instead of only saying that you are caring, dependable or a team player.
- Connect your answers to safe ,respectful care. Emphasize dignity, infection prevention, communication, observation, teamwork and following the care plan orsupervisor direction when relevant.
- Be honest about what you know. If you have not faced a situation before, explain how you would respond safely and when you would seek help from the nurse or supervisor.
- Stay positive. Avoid criticizing previous employers, instructors, coworkers or classmates.
- Show interest through attentive body language,eye contact and a professional tone.

6. QUESTIONS TO ASK THE EMPLOYER

- What does a typical shift look like for a CNA here?
- What is the CNA-to-resident or patient assignment typically like?
- How are new CNAs oriented and trained?
- What qualities make a CNA successful on this team?
- How does the nursing team communicate changes in a resident's or patient's condition?
- What opportunities are available for additional training or career growth?
- What are the next steps in the hiring process?

7. AFTER THE INTERVIEW

- Thank the interviewer and reinforce your interest in the position before you leave.
- Ask about the next steps and expected hiring timeline.
- Send a brief thank-you email within 24 hours. Mention the position, thank the interviewer for their time and restate one or two strengths that make you a goodfit.

FINAL INTERVIEW CHECK

- ☐ I researched the employer and reviewed the job posting.
- ☐ I practiced a 30–60 second introduction about myself.
- ☐ I prepared at least three examples that show my CNA-related strengths.
- ☐ I know where I am going or have tested my virtual interview setup.
- ☐ I have copies of my resume, a pen and a notepad if interviewing in person.
- ☐ My phone will be silenced and put away.
- ☐ I have at least two thoughtful questions to ask.
- ☐ I am ready to explain how I will provide safe, respectful and dependable care.

Adapted for Georgia CNA job seekers from U.S. Department of Labor Interview Skills (February 2026), with supporting guidance from CareerOneStop.