

# POTENTIAL INTERVIEW QUESTIONS

## Accountability/Dependability

- 1) Provide a specific example that best illustrates your ability to be “counted on”.
- 2) What would your last supervisor or manager say about your attendance and punctuality? How many times would he/she say you were absent or late this year?

## Action and Results Focus

- 1) Tell us of a time when you maintained focus and commitment to achieve important goals despite facing major obstacles.
- 2) Give an example of when your persistence had the biggest payoff.

## Career Success

- 1) What motivates you to improve and progress in your career?
- 2) What career goals have you set for yourself? How are you planning to achieve them?
- 3) How does this position fit into your overall career goals?

## Change Management

- 1) How do you encourage staff to support a new system, process, or idea even though it was very different than the old way of doing things?
- 2) Tell us about a time you led a change effort. What challenges did you face? Did you consider the effort to be a success?

## Communication

- 1) Give an example of when you effectively facilitated a group discussion in order to meet a mutual goal.
- 2) Describe a situation where you felt you had not communicated well. How did you correct the situation?

## Conflict Management

- 1) Describe a time when you facilitated an effective solution to a problem between two employees.
- 2) Tell us about a time when you were able to resolve a difficult situation through negotiation and compromise.

## Customer Focus

- 1) Please tell us about an instance when you had to deal with an irate customer. What did you do? Do you consider that your actions resulted in a satisfied customer?
- 2) What steps can you take to establish a "customer first" attitude in your organization?

## Decision Making/Judgment

- 1) Give an example of a time when you had to quickly make a critical decision. What factors did you take into account when making the decision? Do you think the decision was a good one? Why or why not?

## Handling Stress

- 1) Describe a time in which you were faced with problems or stresses which tested your coping skills. What did you do?
- 2) Describe for us a time when your team was under a fair amount of stress. What did you do to help them through this? Were you successful?

## Initiative/Forward Thinking

- 1) Tell us about something new or different that you did in your department that improved customer service, productivity, quality, teamwork, and/or performance.
- 2) One of the requirements for this position is that the individual be a self-starter. Give us examples of your ability to be a self-starter.

## Interpersonal Effectiveness

- 1) What kind of people do you find it most difficult to work with? How have you successfully worked with this type of person in the past?
- 2) Describe a situation in which you were able to positively influence the actions of others in a desired direction.

## Job Preparedness/Past Job History

- 1) What type of orientation or training do you think you would need in order to be ready to perform this job successfully?
- 2) Which functions/duties did you most enjoy at your past jobs? Which were your least favorite?
- 3) How does what you did in your past jobs and training prepare you for this one?
- 4) Why did you leave your last position(s)?
- 5) What do you expect your previous employers to say about you when we call them for references? Why?

## Leadership/Managing Performance

- 1) Describe a time when you utilized your leadership ability to gain support for something that was initially strongly opposed by others.
- 2) Give an example of how you have been successful at empowering a group of people in accomplishing a task.
- 3) What characteristics are most important in a good manager/leader? How have you displayed them?
- 4) How do you make the decision to delegate work? Tell us of a specific example to illustrate how you go about delegating work?
- 5) How you keep track of what your subordinates are doing?
- 6) Tell us about a time you had to take disciplinary action with one of your direct reports. What actions did you take? Do you consider them to be successful? Why or why not?

## Organizational Savvy

- 1) Describe a time when politics at work affected your job. How did you handle the situation? Were you successful?
- 2) Describe a time when you formed partnerships at work with key players within the organization in order to meet an important objective.

## Project Management

- 1) What is your definition of a successful project? How do you know if a project is successful?
- 2) Describe a time when you effectively and efficiently used organizational resources and assets (e.g. financial, human, information) to accomplish an important work project.
- 3) Walk us through a recent project or assignment you completed and tell us the process you used to ensure it was complete and accurate.

## Quality Orientation/Attention to Detail

- 1) Tell us about an assignment you completed where great precision to detail was required.
- 2) Tell us about a time you had to pay close attention to the tiny details in order to be successful.

## Strategic Thinking

- 1) Describe what steps you have used to identify or define a vision for your department or organization.
- 2) Tell us about a time when you anticipated the future and made changes to current responsibilities/operations to meet future needs.

## Team Building

- 1) Give us examples where you introduced ideas or processes that have made a team become more productive?
- 2) What actions can a supervisor take to establish teamwork in the organization?