

Sample Interview Questions

Opening Question - *Expect a broad, opening question such as:*

- Tell us about yourself
- Tell us how your background has provided you with the knowledge and skills for this position.
- Why are you the best candidate?
- Why this position and why now?

BEHAVIORAL or COMPETENCY FOCUSED

Action Oriented – *pursues work with energy, drive and a strong accomplishment orientation*

- Tell me about a time in which you saw an opportunity that required immediate action or the opportunity would be lost. What did you do?
- Tell me about a project you worked on that had an aggressive timeline. How did you approach the project to make sure all of the deliverables were provided on time?

Composure – *maintains a constructive and composed focus in facing and overcoming tough situations*

- Tell me about a time when you observed others getting frustrated. What did you do to help them move through their frustrations?
- Tell me about a time when you were extremely frustrated. How did you work through it?

Creativity – *develops original ideas, approaches and solutions to typical, unusual or difficult situations or problems*

- Tell me about a situation or problem that required you to “think out of the box.”

Conviction and Courage – *shows a strong sense of certainty and stands firm when appropriate*

- Tell me about an unpopular stand you had to take at work. What was the situation and how did you handle it?
- Tell me about the most adverse situation you’ve had at work. What was the situation? How did you handle it?

Communication Skills – *writes, speaks and presents information effectively, clearly and persuasively in a variety of settings*

- Tell me about a project in which you needed to keep others informed. How did you do this? How do you know if your communication was effective?

Customer Focus – *shows strong dedication to meeting the expectations and requirements of customers; acts with the customer in mind*

- Tell me about a time in which you saw that a customer’s needs were not being met. How did you know their need was not being met? What did you do? What was the outcome?
- Tell me about a time in which you had a particularly challenging interaction with a customer. How did you handle it? What was the outcome?

Sample Interview Questions

Dealing with Ambiguity – *works effectively in situation involving uncertainty or lack of information, and responds flexibly to change*

- Tell me about a time when you started working one way, but events dictated a change. What was the change? What did you do? What was the outcome or result?
- Tell me about a time when you were assigned a project you had to complete very quickly yet you didn't have all the information you needed. What did you do?

Interpersonal Skills – *develops and maintains good working relationships with others*

- Tell me about a time when you worked with someone who had a different working style than you. Describe your styles and how they were different. How did you handle the situation?
- Tell me about a time when you had to work closely with a coworker whom you disliked or with whom you had trouble working. What did you do to make the relationship work so you could succeed for your company?

Negotiation and Conflict Management – *negotiates or mediates sound agreements in business or organizational situations where there is disagreement or differences in interests*

- Describe a conflict you were involved in at work. How did you resolve the conflict? What happened next with that coworker or team?
- Describe a situation in which you were in disagreement with another about what needed to be done or how the situation needed to be approached. What was the situation and how was it resolved?

Organizational Agility – *understands how to get things done and achieve objectives working with others in an organizational context*

- Tell me about a time when you needed to gain support for an idea or program. How did you do this?
- Describe a time where your ability to understand an organization's culture helped you develop the relationships and partnerships you needed to accomplish something that had to be done.

Problem Solving – *gathers and analyzes information and uses it to develop effective solutions to different problems or situations*

- Describe a problem situation where you had to seek out relevant information, define key issues, and decide on which steps to take to get the desired results.
- Give me an example of a time when you used your fact-finding skills to solve a problem.
- Tell me about a situation where the analysis you performed was incorrect. If you had to do it over again, what would you do differently?

Results Orientation – *commitment to complete or achieve what one has started and does not give up*

- Being successful takes more than luck – it also takes hard work. Tell me about a time when you had to work very hard and make personal sacrifices to achieve a work related or personal goal.
- Describe a time when, against all odds, you were able to get a project or task completed within the defined parameters.

Sample Interview Questions

Planning/Organizing and Coordinating – *efficiently develops and implements plans to accomplish goals*

- Tell me about a project you had to plan, organize and coordinate from beginning to end. Give me an overview of how you did this. What was the outcome? If you had to do it over, what would you do differently?

Diversity – *effectively works with people who have different personal/cultural views, values and perspectives*

- Give me an example of a time when your values and beliefs impacted your relationship with a peer, coworker, supervisor or customer.
- Tell me about a time you adapted your style in order to work effectively with those who were different from you.
- Give me an example of a time when a person's cultural background affected your approach to a work situation.

Teamwork – *working effectively with a group of people to accomplish a goal*

- Tell me about a time you worked as a team member on a team that had one or more unproductive members. What did you do? Why did you choose to do that? How did it work out? Would you have done anything differently?
- (Leader) Describe a time when you were able to build team spirit in an environment of low morale.
- (Leader) Give me an example of a time that your leadership transformed a group of people into an effective, healthy, productive team.

Safety in the Workplace – *taking personal responsibility to insure a safe work environment for oneself and others*

- Safety is not a one-person job. Give me an example of a time you were able to improve safety only because you chose to involve others in making the improvement.
- Describe a time when you identified a potential safety issue and addressed it before a problem occurred.
- Tell me about a way you have made your workplace a safer place for people to work.

Manager Relationships – *ability to contribute towards creating a successful relationship with one's manager*

- Tell me about a time you went the “extra mile” for your boss. Why did you do this?
- Tell me about the worst boss you've had. What made him/her the worst boss? How were you able to work with this person? Is there anything you would have done differently?

Motivation – *desire and energy to be continually interested and committed to complete a goal or task*

- Tell me about a time you were highly motivated and your example inspired others.
- We all get assignments we really don't want to do. Give me an example of a time that happened to you and tell me how you motivated yourself to get it done.

Sample Interview Questions

Technology Management/Utilization – *interest in effectively using and applying technology*

- Tell me about a time you applied technology to improve a service, process or productivity.
- Describe a time when you applied a new piece of technology to an existing task or project. What benefits resulted from the technological application? How did you determine there would be a benefit?

Time Management – *ability to plan and use one's time effectively*

- Tell me about a time you achieved a great deal in a short amount of time.
- Give me an example of a time you were unable to complete a project on schedule despite your best efforts.
- By way of example, convince me that you can get more done in less time than others.

Detail Orientation – *ability to pay attention to every little thing*

- Give me an example of a time where your attention to detail helped you avoid making a serious mistake.
- Describe a situation where you didn't pay as close attention to the details as you should have.

Functional/Technical/Job Skills – *ability to keep current in the skills needed to be effective in one's profession*

- Tell me about a situation in which you had to apply some newly acquired knowledge or skill. What was the knowledge or skill?
- Tell me about the changes or issues that are being discussed or taking place in your field. How are these issues or changes affecting the way you do your job?
- Tell me about a time you anticipated the need to improve a skill and took action proactively.

Influencing/Persuading – *ability to form, modify or strengthen the beliefs, opinions, values, attitudes and/or behaviors of another*

- Tell me how you persuaded someone to support an unpopular project or idea.
- Tell me about the best idea you ever sold to a peer, employee, or higher level management. What was your approach? Why do think you succeeded?

Initiative – *ability to act or take charge before others do*

- Give me an example of a project where you came up with the idea and managed the process from start to finish.
- Describe a significant project idea you initiated in the last year. How did you know it was needed? Was it used? How did it work?
- Give me an example of a time when you went above or beyond the call of duty in order to get a job done.
- Describe a time where you took the initiative to act rather than waiting to be told what to do.