

SAMPLE JOB INTERVIEW QUESTIONS

Hiring Manager: Choose the questions from the appropriate areas based on the type of position being filled.

PERSONAL INSIGHT

- Tell me about a time when you were bored on-the-job.
 - What did you do to make your job more interesting?
- What is the best way to motivate you?
- In what ways did you take initiative in your last job?
- What kinds of rewards are most satisfying to you?
- What discourages you from wanting to do a good job?
- Tell me about a time when you went above and beyond the “call of duty to get the job done.”
 - Were your efforts recognized?
 - By whom and how?
 - How did that make you feel?
- Give me an example of a time when you took ownership of a situation.
 - What was the result of you stepping up to the challenge?
 - What could have happened if you did not take ownership?
- Describe the best manager you’ve ever worked for.
- Describe the most difficult manager.

ADAPTING TO THE ENVIRONMENT

- Tell me about a situation in which you had to get around a major obstacle to complete a project.
- Tell me about a time you had to work on several projects at once. How did you handle this?
- Describe something you did in your last job that showed your ability to be flexible.
- Under what conditions do you work best? What changes have you experienced in your current position?
- Give me a recent example of a stressful situation on the job. What happened? How did you handle it?
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COMMUNICATION SKILLS

- What kind of written communication have you done?
- How do you demonstrate to others that you are listening?
- Name one recent success you’ve had in dealing with a customer. How did you accomplish it?
- On a scale of 1-10 (10 being the most interaction), how important was the interaction with others on your last job?
- What kinds of communications were used the most in that organization? (One-on-one meetings, email, voice mail, group meetings, written reports)
- What departments did you interact with?
- Tell me about a difficulty you encountered in working with another department. How did it reach resolution?
- What was the most complex report/presentation you worked on?
- What made it complex or difficult? Walk me through your time line.
- I’d be interested in hearing about a miscommunication you had with a peer and how you solved it.
- I’d like to hear about the most recent time you had to deal with someone who was upset with you.

CONFLICT MANAGEMENT

- We all have different ways of doing our work. We also have different communication styles, cultural backgrounds and work experiences. Tell me about a time when you had a disagreement with a coworker or your supervisor and how you handled the situation.
 - Reflecting on the situation, is there something you wish you had done differently?
 - Tell me about a conflict situation, in the workplace, that you handled well.
 - Tell me about a conflict situation, in the workplace, that you did not handle well.
- Tell me about a time when you had to work with a difficult person to accomplish a goal.
- Who are/were your internal customers? Describe a problem you encountered where you saw the situation very differently than the other person.

CUSTOMER SERVICE SKILLS

- What does customer service mean to you?
- Describe a situation where you went out of your way to solve a customer problem.
- How would a customer describe your service? Give me an actual example of something you have done to satisfy a customer's desire.
- Tell me about a time when you encountered an angry customer.
- Give me an example of a time when you went out of your way to please a customer.
- Tell me about your most rewarding customer service experience.
- Tell me about the most difficult customer service experience you've encountered.
- Give me an example of a time when a customer really tried your patience.
 - Probing questions for all of the above: How did you handle the situation?
 - Reflecting on the situation, should you have handled the situation differently?
 - If so, how?

INFLUENCE/PERSUASION

- Tell me about a recent situation at work in which you were able to get management to accept one of your ideas.
- Tell me about a decision you have made which affected other departments. How did you alert them?
- What are some recent examples of things you have done to foster creativity in your group?
- Tell me about a problem you encountered when the old solutions didn't work and what you did about it?
- Tell me about a major challenge that you have undertaken within the last year. How did you handle it?
- What is the most difficult project/program you had to manage?
- Describe how you helped develop someone else's career. What was your role?
- What skills do you consider essential in the management of people?
- Describe your management style?

INTERPERSONAL SKILLS

- Tell me about a time you had to deal with an irate customer.
- We've all had situations in which we've disagreed with our manager. Tell me about a time this happened to you.
- Describe your manager. How would you evaluate your working relationship with him/her?
- How would your current team members describe your strengths and development needs?

- What skills do you consider essential in the management of people?
- Describe your management style.

PLANNING/ORGANIZING/PRIORITY SETTING

- How do you keep track of matters requiring your attention?
- What do you want out of your career short-range? Long range?
- How are you capitalizing on your strengths?
- What methods do you use to keep track of your activities and results?
- How do you determine priorities in scheduling your time?
- Give me an example of a time when you had to do many things at once.
- Tell me about a time when a coworker did not report to work and you had to take on extra duties to help out in the absence of the coworker.
 - o How did you plan your day?
 - o How did the day go?
- Have you ever been in a position where you worked for more than one manager?
 - o Tell me about a time when you were asked to complete more work that was reasonable during your workday?
 - o How did you handle the situation?

PROBLEM SOLVING SKILLS

- Do you consider yourself to be a proactive person? Give me an example of a time when you were proactive in solving a small problem before it turned into a major problem.
- How have you used creativity to solve a problem? Tell me about a specific instance.
- Tell me about the most frustrating work experience you have ever faced.
 - o How did you deal with the situation?
 - o What steps did you take to improve the situation?
- Tell me about a time when you encountered a problem and your supervisor was not available to help you.
 - o How did you handle the problem?
 - o How did that make you feel?
- Walk me through a difficult/complex problem/project you encountered.
 - o How did you decide what to do first?
 - o What information did you need?
 - o What obstacles did you face? Which ones were you able to overcome? Where did you have to ask for help? What did you do?
 - o Tell me about a time when you had to shift your plan of attack, How did you make the decision to change? What/who influenced you?

QUALITY OF WORK

- Describe what you do to ensure your work is of top quality?
- How do you define quality?
- Tell me how your peers would rate the quality of your work?

WORK RESULTS

- What are your personal objectives for this year? What have you done to make sure that you attain them?
- We've all made decisions that haven't turned out as we had hoped. Tell me about a time this happened to you.
- Tell me about your last key job assignment. How was success measured? How could you have been more successful?
- What would your manager say your greatest contributions at (list current or former job) are/were?
- Describe a process or task that you put into place in your current job that has helped your team move forward.

TEAM ORIENTATION

- Give me an example of a time when you worked as part of a team.
 - o What was your role?
 - o What was your contribution to the team?
 - o What difficulties did the team experience?
 - o Did all of the team members get along?
- Give me an example of a time when you worked by yourself.
 - o What were your accomplishments?
 - o What challenges did you encounter?
- Out of the two situations you just described, which situation was most interesting and why?
 - o What did you most enjoy and why?
 - o What did you least enjoy and why?
- How are you perceived by your team members?
- What do you need from others to operate successfully as a team? Give me an example of a time this worked well for you.
- Tell me about a time when you worked with someone who was not completing his or her share of the work.
 - o How did you handle the situation?
 - o Did you discuss your concern with your coworker? With your manager? If yes, how did your coworker respond to your concern? What was your manager's response?
- Tell me about a time when you had to change your behavior to successfully work with others.
 - o How did this make you feel?
- How have you built positive, productive relationships with your coworkers? Other departments? Your manager?

GENERAL QUESTIONS

- Tell me about your most important responsibilities in your current /last job.
- Tell me about yourself.
- What do you find most satisfying about your current job? What do you find least satisfying?
- Why are you leaving your current employer? How did you reach this decision?
- Why did you choose this field?
- What achievements would your manager note? Your peers? Your staff?
- What is the ideal job for you?
- What accomplishments have provided you with the most personal satisfaction and career advancement?
- What are your salary aspirations?

- What is the makeup of an ideal (your position)?
- How would you evaluate your career to date?
- What qualities do you think have helped you be successful?
 - o Tell me about a situation that exemplifies these qualities.
- Tell me about a job you've held that most closely matched your skills.
 - o What made this job the best fit for you?

CLOSING QUESTIONS THAT CHECK LEVEL OF INTEREST

- On a scale of 1 to 10, how interested are you in this job at this point?
 - o What interests you most? Least?
- Why should I offer you the job?
- What can you do for us that someone else cannot do?
- What reservations do you have about working here?'
- How far along are you in the interview process with other organizations?