

Skills Skills Skills Skills Skills

The Goal of the Interview for the Employer:

1. Find a person who has the skills I need for my team.
2. Find a person with a personality I want to work with.

First Interview Questions - Personality

Get-To-Know-You Questions

- Tell me about yourself.
- How would your last supervisor describe you?
- What aspects of your last job did you really like?
- What are some job responsibilities you do not like?
- How do you know when you have done a good job?
- How would you describe your personality?

Skills - Main Categories

Communication

Interpersonal Skills

Motivation

Initiative

Stress Management

Problem Solving/Analytical Skills

Decision Making

Teamwork

Time Management/Organization

Sentence in an Interview and Cover Letter

Communication:

I am a great communicator with staff.

Interpersonal Skills:

I am adaptable to a new management team.

Motivation:

I used motivation to reach our monthly goal.

Initiative:

I showed initiative to start a new project to fix a problem.

Stress Management:

Coordination is a strength of mine.

Problem Solving/Analytical Skills:

Data and Information collection is easy for me.

Decision Making:

Decisions making is best when we work in a team.

Teamwork:

I like to solve problems with teamwork.

Time Management/Organization:

Completing each time requirement for the project is most important to me.

Resume and Application

Communication:

Communicated goals with staff.

Interpersonal Skills:

Adapted to a new management team.

Motivation:

Motivated my team to reach our monthly goal.

Initiative:

Initiated a new project to fix a problem.

Stress Management:

Coordinated 3 teams to complete project more efficiently.

Problem Solving/Analytical Skills:

Collected Data and Information

Decision Making:

Decided on the best budget.

Teamwork:

Built a team to solve a problem.

Time Management/Organization:

Completed each time requirement for the project.

Communication –

Do you have the ability to talk to other people?

Communication – Interview Questions

- Discuss a time when you had to assert yourself or speak up in order to get a point across that was important to you.
 - Have you had to “sell” an idea to your co-workers, classmates or group? How did you do it? Did they “buy” it?
 - How do you ensure that someone understands what you are saying? Tell me about a time when you had to use these skills in the workplace.
 - Describe a situation where you missed important details that were communicated to you. What was the outcome? How did you resolve the situation?
 - Describe an example of when you jumped into a task or project before you fully understood the entire concept.
 - Give me an example of a time when you were unclear about the directions given to you for a work assignment. What did you do to clarify the directions? What was the outcome?
 - Tell me about a time when you had to make a presentation to a large group.
 - Tell me about a time when you were required to give a presentation and it did not go as planned. What happened? What contributed to the problem? What would you do differently?
 - Describe the last written communication you had with your boss.
 - Tell me about a time in which you chose to write your message versus talking to the person directly and that decision turned out to be a mistake. How did you know it was a mistake? What did you do to resolve the situation? What did you learn as a result?

Interpersonal Skills -

Do you have the ability to be kind/
friendly to other people?

Interpersonal Skills – Interview Questions

- Tell me about your relationship with a co-worker with whom you work well.
- Describe the most difficult working relationship you've had with an individual. What specific actions did you take to improve the relationship? What was the outcome?
- Think about a difficult boss, professor or other person. What made him or her difficult? How did you successfully interact with this person?
- Tell me about a time when you were able to establish rapport with a “difficult” person. How did you go about it? What were the results?
- Describe a situation in which you developed an effective win/win relationship with a stakeholder or client. How did you go about building the relationship?
- Describe a time that politics at work affected your job. How did you handle it?

Motivation -

What makes you want to work?

Motivation – Interview Questions

Give me an example of a significant professional goal you met. How did you achieve it? What were the obstacles? How did you overcome them?

- Tell me about a performance standard that you have set for yourself. How are you working towards meeting that standard?
- Describe a situation in which you persevered with an idea or a plan even when others disagreed with you.
- All jobs have their frustrations and problems. Describe examples of specific job conditions, tasks or assignments that have been dissatisfying to you.
- How have you motivated yourself to complete an assignment or task that you did not want to do?

Initiative –

Do you start work without your boss telling you to start to work?

Initiative – Interview Questions

- Give me an example of when you were given a project and did more than was required in order to exceed someone's expectation.
 - Tell me about a project you initiated. What did you do? Why? What was the outcome? Were you happy with the result?
 - Describe for me two improvements you have made in your job in the past six months.
 - Tell me about a suggestion you made to improve the way job processes/operations worked. What was the result?
 - Tell me about a situation where you attempted to improve something and you were met with resistance. How did you handle the situation?
 - Describe a situation in which you recognized a potential problem as an opportunity. What did you do? What was the result? What do you wish you had done differently?

Stress Management –

Can you complete a lot of work without getting angry/frustrated?

Stress Management – Interview Questions

- Describe a time when you were faced with problems or stresses that tested your coping skills.
- Describe a project or goal that caused you frustration.
- Describe a situation in which you were under pressure and you feel you handled it well.
- How do you know when you are under stress?
- Whom do you go to for support when you are stressed or under pressure at work? Why and how is this person instrumental in alleviating your stress?
- Describe a situation in which you had to exercise a significant amount of self-control.
- Describe a time when stress from your personal life threatened to interfere with your work. What did you do?

Problem Solving/Analytical Skills –
Do you think organized/logical ideas?

Problem Solving /Analytical Skills – Interview Questions

- Describe a difficult problem that you tried to solve. How did you identify the problem? How did you go about trying to solve it?
- Describe a major project that you worked on where things did not go exactly as planned.
- Tell me about a time when you had to identify the underlying causes of a problem.
- Describe an instance when you had to think on your feet to extricate yourself from a difficult situation.
- Describe a time when you anticipated potential problems and developed preventative measures.
- Tell me about a time when your manager was unavailable and you had to solve an immediate problem. What did you do and what was the outcome?
- Give me an example in which you failed to come up with a solution to a problem. What caused the failure? What would you do differently next time?
- Tell me about a time when you used your fact-finding skills to solve a problem.
- What steps do you follow to study a problem in order to fully understand the situation?

Decision Making – Can you make good choices?

Decision Making – Interview Questions

- Tell me about a difficult decision you had to make. What information led you to make the decision that you made? What other possible solutions were there? What was the final outcome?
- Give me a specific example of a time when you used good judgment and logic to make a decision.
- Recall for me a time when you had to choose between several alternatives. How did you evaluate each alternative?
- Tell me about a time when you made a decision and then felt you had to defend your decision to co-workers or staff.
- Describe a situation in which a prompt and accurate decision on your part was critical. What did you consider in reaching your decision?
- Tell me about a time when you had to make a decision without all the information you needed. How did you handle it? Why? Were you happy with the outcome?
- Tell me about a situation where you made a poor decision and had to live with the consequences.
- Tell me about a decision you made in the past that later proved to be wrong. Why was it wrong? What would you do differently now, if anything, in making that decision?

Teamwork –

Can you complete a task with other people?

Teamwork – Interview Questions

- Tell me about a time when you had to rely on a team to get things done.
- Think of a time when you worked effectively in a team situation. Describe how you felt about the contributions of the others on the team.
- Give me an example of one of the most significant contributions you made as a member of a high performing team. What, in your opinion, made it a high performing team?
- Tell me about one of the toughest teams/groups you've had to work with. What made it difficult? What did you do?
- Describe a team experience you found disappointing. What should you have done to improve the outcome?
- Tell me about a time when you were on a team, and one of the members wasn't carrying his or her weight. What did you do to try to prevent this?
- Gaining the cooperation of others can be difficult. Give a specific example of when you had to do that, and what challenges you faced. What was the outcome? What was the long-term impact on your ability to work with this person?
- Tell me about a team for which you were the leader. How did you promote the effectiveness of your team? What were the results?

Time Management/Organization –

Do you have a good system for completing work?

Time Management/Organization – Interview Questions

- Walk me through last week. Tell me how you planned the week's activities and how the schedule worked out?
- Tell me about a project that you planned. How did you organize and schedule the tasks? How did you develop your action plan?
- We often have multiple tasks to accomplish in a day. Tell me about a time when you had to handle many competing priorities. How did you plan your time? What were the results?
- We all have had times when we just couldn't get everything done on time. Tell me about a time when this happened to you.
- Tell me about a time when you were given a deadline by someone of higher authority that could not possibly be met. How did you handle it?
- Describe a time when you missed a deadline. What was the result and what did you learn from the experience?
- Tell me about a time when you rushed to complete a project and sacrificed quality for efficiency.
- Describe a time when you had to make a difficult choice between your personal and professional life.