
Guidelines

SAMPLE COMPETENCIES AND BEHAVIOR QUESTIONS

Analytical Skills

- Are you analytical? Give us one example of your analytical abilities.
- Tell us about a particularly difficult problem that you analyzed and what your recommendation was.
- Describe a situation in which you had to collect information by asking many questions of several people.

Communication

- Give me a specific example of a time when a co-worker criticized your work in front of others. How did you respond? How has that even shaped the way you communicate with others?
- How do you ensure that someone understands what you are saying?
- Tell me about a time when you had to present complex information.
- Tell me about a time in which you had to use your written communication skills in order to get across an important point.

Confidence

- How confident are you that you can successfully perform the duties of this position and why?
- Tell us about a situation that would demonstrate the level of confidence that you have in yourself.
- Tell us about a situation that would demonstrate the level of confidence your manager has in you.
- Tell us about a situation that would show the confidence your coworkers have in you.

Creativity

- Are you creative? Give us one example of your creativity.
- Describe a situation where you came up with a creative solution to a problem.

Customer Service

- Tell of the most difficult customer service experience that you have ever had to handle-perhaps an angry or irate customer.

Decision-Making

- What type of decisions do you make in your current position?
- Give an example of a time you had to make a difficult decision. What steps were involved in making the decision?
- Describe a specific problem you solved for your employer. How did you approach the problem? What role did others play? What was the outcome?
- Give me an example of when taking your time to make a decision paid off.
- Flexibility
- Describe a time where you were faced with problems or stresses that tested your coping skills.
- Describe a time when you put your needs aside to help a co-worker understand a task. How did you assist them? What was the result?

Independent/Self-Starter

- Provide us with an example of your ability to work independently.
Give an example. The example may relate what you did in an emergency situation. If this is an entry-level position, use an example from school, church, or other volunteer activities.

Interpersonal

- What do you think your supervisor would say about your work?
- What do you think your coworker would say about your work?
- What would your boss say about you - both positive and negative?
- What would your subordinates say about - both positive and negative?
- What would your co-workers say about you - both positive and negative?
- What three keywords would your peers use to describe you?
- What one thing would your boss say that he or she has the greatest problem with you?
- Describe a situation in which your work was criticized?
Describe the situation and how you responded to the criticism.
- How would your subordinates describe you?
- Tell us about the last time you lost your temper?
- What situations make you lose your temper?
- Tell us about the worst supervisor you've worked under.
- Tell us about the best supervisor you've worked under.
- Tell us about a confrontation that you've had with a coworker.
- How do you maintain an effective working relationship with your coworkers?
- How would your best friend describe you?
- How would your worst enemy describe you?

Initiative

- What did you do to prepare for this interview?
- Give me an example of a situation that could not have happened successfully without you being there.
- Describe some projects or ideas (not necessarily your own) that were implemented, or carried out successfully primarily because of your efforts.
- What ways have you found to make a job easier?

Motivation

- What kind of supervisor do you work best for? Give an example
- Give examples of your experiences at school or in a job that were satisfying/dissatisfying.

Presentations

- Tell us about the most hostile audience you ever had.
- Tell us about a time you effectively used visual aids.
- Tell us about the most difficult presentation that you have made?

Judgment

- In instances where you are required to assert yourself, what do you do to assert yourself effectively?
- Tell us about your morals and integrity.
- Describe for us your ethics.
- Relate to us a confrontation that you've had with your supervisor. Who was wrong and why?
- Relate to us the last time you dealt with an ethical question on the job and how did you handle the situation.
- What did you do the last time you were asked to submit a report that due to time and resource constraints, compromise quality?
- Tell us about a situation that would exemplify your integrity.
- Describe a politically sensitive situation that you were in and how you handled the situation.
- Tell us about a situation where you made a mistake. How did you handle the mistake and what was the resolution?
- Under what circumstances should you bypass your supervisor and go to your supervisor's supervisor?
- Give us a situation that illustrates your ability to exercise good judgment.

Pressure

- What experience have you had in pressure situations?
- Tell us about a pressure situation you were in that would demonstrate your ability to work under pressure.
- Provide us with an example of how you've asserted yourself in an emergency or high-pressure situation?
- What does it take to get under your skin?
- What are some constructive methods of dealing with stress?
- Why are manhole covers round?

Responsibility

- Briefly describe the most significant responsibility you have had in your career and what it taught you?
- How do you handle responsibility?

Risk

- How do you deal with risk on the job?
- Name the greatest risk that you've taken?
- Name the greatest risk that you've taken which resulted in failure.

Standards

- Compare and contrast the times when you did work which was above the standard with times your work was below the standard.
- Describe some times when you were not very satisfied or pleased with your performance. What did you do about it?

Teamwork

- Tell us about a successful team of which you were a member. What was the most outstanding characteristic of that team? What did you contribute?
- What qualities do you have that make you an effective team player? Give us an example of when you used those qualities in a team situation.
- Sometimes it is easier or quicker to do a project yourself versus depending on a team. Give us an example of when you just got the job done.
- What type of people do you work best with? Tell us about a group that you "clicked with"

Strengths

- Why should we hire you?
- What are your three greatest strengths?
- What can you contribute to our organization?
- Assume that you are a candidate in the coming general election. Tell me why you are the best candidate in the field.
- What is your greatest strength?
- We've interviewed a number of highly qualified students for this position. What sets you apart from the others?
- What are your strengths?
- What part of your current job are you the most comfortable with?
- What are your strong points and how have they helped you to succeed?
- Time Management/Prioritization
- Tell me about a time when you failed to meet a deadline. What things did you fail to do? What were the repercussions? What did you learn?
- Tell me about a time when you were particularly effective on prioritizing tasks and completing a project on schedule.
- Describe a situation when you had many projects due at the same time. What steps did you take to get them all done?
- How do you determine priorities in scheduling your time? Give me an example.
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Weaknesses

- What is your greatest weakness?
- Name your three greatest weaknesses.
- Which is the worst of your three greatest weaknesses and why?
- What are your weaknesses?
- What part of your current job are you the least comfortable with?
- What are your weak points and how have you overcome them?
- What about yourself would you want to improve
- In which area do you need to make the improvement in?

You

- Tell us about the passion in your life as it relates to your work.
- What are your most outstanding qualities?
- If you were to start your own company, what would that company do?
- Tell me about the last book that you read.
- What are your worst qualities?
- Rate yourself from one to ten on your work ethic with ten being best.
- Describe yourself.