



Effective Staffing and Management: *Hiring Resources*

modification date:	June 20, 2013
content:	Interview Question Bank

Overview

This document provides a list of potential questions to ask interviewees. For more information on selecting questions, refer to [CHOICE Staff Hiring Protocol](#).

Work Experience

1. Please describe the major responsibilities of your current (last) job.
2. Tell me about your primary job challenges.
3. What was the most difficult aspect of your last job?
4. What would you like to do more of in your current (last) position? Less?
5. Tell me about your best (worst) boss.
6. Why are you seeking other employment?

Technical/Functional Skills

1. What experience, skills or education do you consider most helpful in contributing to your success on the job?
2. Describe the tasks you typically perform in your position. On which of these do you feel particularly competent? Why? Which is your weakest area? Why?
3. Describe the content of your last performance appraisal. What were you praised for? What was the developmental plan for your performance?

Education

1. Why did you choose the college/trade school you attended?
2. What determined your choice of major?
3. What were your best and worst subjects? Please describe them.
4. Do you have any skills or knowledge not evident from your school record? Please describe.
5. What accomplishments do you feel proudest of at school? Please describe them.
6. What were your long-term and short-term goals upon leaving school?
7. Describe any new ideas or suggestions you developed while at school.
8. Give me an example of when you did more than required in a course. What promoted you to put in extra effort?
9. What were your extracurricular activities? Why did you choose those activities?

Communication/Language Skills

1. Tell me about the most complicated message you have had to communicate to someone on the job. How was it complicated? What did you do to ensure that the message was understood? How successful were you in communicating what you intended?
2. What different approaches do you use in talking with different people? Please give some recent examples.
3. What kind of standard reporting do you perform in your current position? Who receives these reports? Describe the content, frequency and format of the reports. What is your role in preparing the reports?
4. What were some of your most difficult writing assignments? Please describe the assignments, the problems you encountered and the outcome.

Planning/Organizing

1. Describe your workload on a typical day. How do you decide which tasks to work on and when? How much of your day do you spend actually working on those tasks? How do you deal with competing demands?
2. Describe a recent assignment or project which required you to take care of the greatest number of details. What were the important details? What steps did you take to ensure attention to all details? How do you feel about detail-oriented work?
3. Tell me about a time when you were unexpectedly requested to provide important information to someone immediately. Were you able to provide the information; how often does this situation arise?
4. How do you determine your long-term and short-term goals? What unanticipated difficulties arose in carrying out your plan?
5. Tell me about the period of time when work has been the most hectic. What did you do to keep it under control? What led to your being pressed for time? What steps would you take to avoid this situation in the future?

Multi-Tasking:

1. Do you prefer to handle one task at a time or several?
2. Give me an example of a time when you had to juggle several things at once. How often did this type of thing happen? How did you handle the situation?
3. Tell me about a time when you were responsible for coordinating several tasks for several different managers?
4. In your current (last) position, how do you deal with changing priorities, delays, or crises? Are you able to work well in this environment? What have you done in the past?

Creativity/Innovativeness

1. Can you describe some innovative things you have done in your present position? What action did you take to implement these things? Did anyone encourage you? Who and how?
2. Describe a time when you had a good idea and had to persuade your supervisor to accept it. What was the idea? How did you present it to your supervisor? What did your supervisor find difficult to accept? What was the outcome?
3. Can you think of a situation you had to handle in which old solutions didn't work? What did you do to handle it? What role did you play? What was the end result?

Interpersonal Skills

1. Think of the most upset person you've had to deal with lately (a co-worker, client, other). Describe how the problem came to your attention, and how you handled it.
2. If I were to ask your co-workers or superior, what two positive things would they say about you? What complaint would they have?
3. On what projects was it important for you to coordinate with another functional unit or an outside organization? Please describe the project, the steps you took to facilitate cooperation and the outcome.

Thinking/Decision Making

1. Describe the decisions you make on your own. How long have you been making those decisions? Who has given you the authority to make those decisions?
2. Give me two examples of good decisions you have made in the last six months. Why were they good decisions? What were the alternatives? Did anyone disagree with you?
3. What kind of decisions do you make rapidly, and on which ones do you take more time?



Please give specific examples and describe the steps you follow in making decisions.

Self-Management

1. What are the standards for success in your job? What have you done to meet these standards?
2. Give me an example of a time when your supervisor or others in your work group placed excessive demands on you. What did they want? What did you do?
3. What was the most difficult task or project you have been assigned? What made it so difficult? How did you go about performing it and making adjustments to unforeseen problems? How long before or after your deadline did you get it done?
4. Describe your best achievement and how you accomplished it. Tell me about the obstacles you encountered, the effort you put in, and the end result.

Initiative

1. What have you done recently beyond the call of your normal duties? Please describe the assignment or project in detail. In what ways did you contribute? How successful were you on it?
2. Describe a time when you implemented a procedure to help make your job run more smoothly. What was the procedure? How did you go about organizing it? What was the reaction of your boss?
3. Describe a time when you didn't adhere to the proper rules, regulations or policies. What led to the decision? What steps did you take in working through the situation? How often does this type of situation occur? What was the outcome?

Problem Solving/Analytical Skills

1. Describe a recent problem that you couldn't solve on your own. What did you do? Who did you consult with? What was the outcome?
2. What problems are you currently working on that came as a surprise to you? How much advance notice did you have of the problems? Why? What steps did you take after you identified problem? What was the outcome?
3. Describe the time you were most resourceful in solving some problem or in coming up with an improvement. Where did your ideas originate? How and with whom did you check your ideas as you proceeded? What was the result?

Team Work / Collaboration

1. If you were given a choice, would you prefer working alone, or on a team? Why?
2. Working on a team can be quite different than working independently. Give me an example from your experience to illustrate this.
3. Give me an example of a time when you had to work with a group of people you didn't know very well. How did it go?
4. Tell me about a time when you had to build a relationship with someone very different from yourself. What was easy, and what was hard?

Service Orientation

1. Tell me about a service request you received recently, and how you handled it.
2. Give an example of a time when you ask questions to find out more about what someone needed.
3. Tell me about a time when you went out of your way to make sure a customer's service inquiry was handled right.
4. Describe a time when a customer asked for something you couldn't help them with. What did you do?