

ILLUSTRATION OF BEHAVIORAL FOCUSED INTERVIEW QUESTIONS

Analytical/Problem Solving

- Describe a time when you identified a problem and suggested a solution within the context of your work or role.
- Give me an example of a time when you recognized an inconsistency in data or results and took action to correct the information.
- Tell me about a time in which you solved a problem using basic analytical skills and methodologies.
- Think of a situation in which you were particularly skillful at making a tough decision within the context of your work.

Quality Customer Service

- Describe a time in which you provided quality service to an internal client. What were the situation and the result?
- Give me a specific example of how your skill in delivering quality service exceeded customer expectations.
- Tell me about a time in which you identified a barrier to meeting a customer need. How did you resolve the issue?
- Determining the appropriate response to best meet a customer need is a basic step in servicing customers successfully. How have you done this? Give me a specific example.

Teamwork/Collaboration

- Give me an example of a time in which you displayed respect for a co-worker's opinion even though you disagreed with it.
- Describe a situation which highlights your skill at contributing effectively to department discussions.
- This role requires sharing knowledge and information with others. Tell me about a specific circumstance in which you did this well.
- Tell me about a time in which you collaborated with others to resolve a problem. What was the situation and what was the result?

Managing People

- Describe a time in which you met a tight deadline due to your ability to effectively plan and schedule your work.
- How have you sought out new work assignments? Tell me about a specific situation and what action you took.
- Tell me about a time in which you chose to ask for assistance while working independently on a project.
- Give me an example of when you provided constructive feedback on the performance of another co-worker. Walk me through the steps you took.

