

75 Sample Interview Questions Organized by Competency

Ability to manage stress

- Tell me about a time where you had to deal with a difficult/stressful situation. What happened, what did you do, and what was the end result?
- Tell me about steps you have taken to prevent stressful situations and/or escalations with your colleagues and/or workload?

Can adapt to situations

- Tell me about a situation where you had to adapt to something new or a change. Describe the situation and how you handled it.
- Tell me about a time when you had to work with a colleague, whose working style differed from you. What was the situation and what was the end result?
- How was your transition from college to the workforce? Did you face any particular problems? How did you handle them? (for applicants that are recent grads)

Thinks analytically

- Provide an example that demonstrates your analytical abilities.
- Tell me about a time when you made a recommendation based on information that you had to review and/or analyze. What was your thought process and what was the end result?
- Please share an example of a time when you solved a difficult problem. What was the problem and how did you resolve it?
- What steps do you follow to make a decision? Why?

Attention to detail

- Explain how you ensure that you have captured accurate information from a colleague and/or customer or client.
- Tell me about a time where you identified a mistake made by a colleague. How did you handle that and how did it impact your relationship with your colleague?
- Tell me about a time that you were confused and/or needed to clarify information. What was the situation and how did you approach it?



Effective communication

- Tell me about a time when you had to present information to a client or colleagues. Describe the presentation and your preparation for it.
- Tell me about a time where you had to speak on your feet. What was the situation, obstacles faced and how did you handle it?
- Have you ever had to gain buy-in from colleagues? Provide an example.
- Tell me about a time when you had to work with someone that you don't click with. How did you handle that?
- Provide an example of a time where you had to defend an idea to your supervisor.
- Provide an example of formal communication that you have had to put together for a large audience (e.g. company-wide emails, announcements, etc.)
- How do you decide what method of communication is most effective for the situation?

Can approach situations with creativity

- Tell me about a time you faced a situation that required "out-of-the-box" thinking. What was the situation, how did you do it and why?
- Tell me about a time when you resolved a situation or issue and you did so in a unique way.
- Give me an example of a time where you had to assess a new idea and that idea was out of the norm for how things are done. How did you handle the situation and what was the outcome?
- Provide an example of a time when you introduced a new idea to your team. What was the idea, how was it received, and what was the outcome?

Decision making

- Tell me about a time when you had limited information available to you and you had to make a time-sensitive decision. What was the situation and how did you handle that?
- Provide an example of a time when you had to think on your feet and respond. How did you handle the situation?
- Tell me about the most difficult situation you had to make a decision on. How did you arrive at that decision?
- Give me an example of a decision you made, that you learned was not the best decision. How did you handle that?

Can set goals

- What career goals have you set for yourself? What obstacles have you encountered and how did you overcome them?
- Tell me about a time when you didn't hit a goal and/or result. How did you handle that?
- How do you approach goal setting? What steps do you take along the way to keep yourself accountable?

Takes initiative

- Describe a time where your efforts lead to the implementation of a project or idea. What did you do to execute that?



Takes initiative

- Describe a time where your efforts lead to the implementation of a project or idea. What did you do to execute that?
- Tell me about a time where you approached a problem as an opportunity. What was the situation, how did you handle it and what was the result? Is there anything you would do differently?
- Tell me about a time where you took the initiative on something. What was the situation and what was the end result?
- Tell me about a time when you took the initiative on a project that led to a change. Explain the situation and your role in executing the change.
- Tell me about a time when you came up with a good idea. What was the idea and the end result?

Works with integrity/honesty

- Tell me about a time when something challenged your integrity. What was the situation, how did you approach it and what was the result?
- Tell me about a time when you weren't sure how to handle a situation. How did you react and what did you do?
- Tell me about a business situation when you felt that transparency would not be appropriate. Why was honesty inappropriate for the situation?
- Give a specific example of a time you did not agree with a policy or procedure, and you followed regardless? Why?

Interpersonal skills

- Give an example of when you had to work with someone who was difficult to get along with.
- How/why was this person difficult? How did you handle it? How did the relationship progress?
- Describe a situation where you found yourself dealing with someone who didn't like you. How did you handle it?
- Describe a recent unpopular decision you made. How was it received? How did you handle it?
- What, in your opinion, are the key ingredients in guiding and maintaining successful business relationships? Give me examples of how you have made these work for you.
- Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa). How did you handle the situation?
- Tell me about a time when you had to work on a team with someone you did not get along with. What happened?
- Describe a situation where you had a conflict with another individual, and how you dealt with it. What was the outcome? How did you feel about it?

Leadership skills

- Tell me about a time where you spearheaded a team project. What was your approach and what was the result?
- Tell me about a leadership experience. What did you enjoy most? Least? Why?
- Tell me about a time when you had to lead an employee that was tough to lead. What obstacles did you face and how did you handle them?
- Reflecting on your leadership, what would you say you are most proud of and why?
- Tell me about a time when you had to gain buy-in from your team. What was the situation, how did you handle it and what was the result?
- Describe how you balance/juggle the responsibilities expected of you personally vs the time spent leading your team and monitoring performance?



Service oriented

- Explain a situation where you had to deal with a difficult client/customer. How did you handle it and how did the client/customer react?
- Tell me about a time you had to take on a new client that was previously cared for by another colleague. How did you ensure a successful transition?
- How have you handled a situation in the past where your client has been “difficult to keep up with”?
- Give an example of a time you gave amazing service to a customer/client.
- How do you handle a situation where the customer/client is wrong?

Project/time management skills

- Describe a situation where you had to multi-task. What was the situation and how did you approach it?
- Tell me about your organization method and prioritization approach. Please provide examples.
- Tell me about an assignment or project. How did plan things out to complete the project on time.
- Walk me through the situation, your role and the result.
- Tell me about a time when a project didn't go as planned. What was the situation, why didn't it go as planned? What did you do to bounce back from that?

Sales and negotiation skills

- Tell me about your approach to building rapport with a prospect/client. What steps do you take?
- Describe the sales achievement that you are most proud of and why.
- Describe a time when you were able to close a sale with a “difficult to convince” prospect. How did you convince them?
- Tell me about the most stressful professional negotiation you've experienced. How did you handle it?

Can work with a team

- Describe a situation where you experienced a disagreement with colleagues regarding a project.
- What was the project and how did you handle the situation?
- Tell me about a time when you worked with someone that wasn't pulling their weight. How did you handle that and how did the situation unfold?
- Describe a situation in which you had to compromise to come to an agreement. How did you handle that situation?
- Tell me about a time when you had to work inter-departmentally with colleagues to achieve an objective. What was your role in that situation?
- Describe a situation where you delegated a task and later realized that you had made a mistake.
- Why was it a mistake and what did you do?
- Tell me about a time when you had to step in on an employee dispute. How did you approach the situation and what happened?
- Describe a role where you were a team member and a role where you were the leader. What was your style/approach for each role. Any similarities/differences?

Resiliency

- Tell me about a time you experienced a failure. What was it and how did you handle that?
- Tell me about a time where you had to deal with a competitive situation professionally. How did you handle that?
- Provide an example of a time when you need to be resilient in a professional setting. What was the situation and the outcome?

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