

# SAMPLE INTERVIEW QUESTIONS

## COMMUNICATION

- Have you ever had to convince your co-workers to accept an idea? How did you do it? What was the result?
- Describe a situation in which you needed to use different communication styles to influence stakeholders with differing perspectives.
- Tell me about a difficult or sensitive situation that required careful communication?
- We have all experienced situations where we know we had to speak up about an important issue. Give me an example of a time when you needed to be assertive to get your point across.
- Tell me about a time your communication skills were put to the test.
- Tell me about a situation where your communication skills made a difference to a situation.
- Describe a time when you had to win someone over, who was reluctant or unresponsive.
- How do you feel writing a report differs from preparing an oral presentation?

## CUSTOMER SERVICE

- Describe the most rewarding experience you have had dealing with customers?
- In what ways do you interact differently with customers at hectic times? Give me an example when you have done this?
- We have all dealt with difficult customers. Describe a situation where a customer tested your patience. How did you react?
- In your previous position, how did you know if your internal/external customers were satisfied?
- Have you ever had to deal with irate customers? Give an example and explain how you reacted.

## DECISION MAKING/CREATIVITY/PROBLEM SOLVING

- When was the last time you “broke the rules” (thought outside the box) and how did you do it?
- Describe two examples of effective workplace decisions you have made in the last six months.
- Describe a recent unpopular decision you made. What was the result?
- Describe a time when you were faced with a decision that had many options from which to choose. How did you determine which one to take?
- How do you prioritize your tasks?
- Give me an example of something you have done that was innovative.
- Tell me about a time when someone brought you a new idea, particularly one that was odd or unusual. What did you do?

## SAMPLE INTERVIEW QUESTIONS

- Describe an example of one of your ideas being strongly opposed in a management discussion. How did you react?
- In your last role, discuss the types of problems you were required to solve on a day-to-day basis.
- Describe a situation where you had to problem-solve a significant issue or situation.
- What is the most difficult decision you have had to make? How did you arrive at your decision?
- Describe some situations in which you worked under pressure to meet deadlines.
- Describe your approach to taking on a new task. What management style do you prefer when receiving a new task?
- Describe a situation where you had to make a difficult decision and explain it to other people.

### TECHNICAL

- What is your level of experience with software used in your job? What resources do you use when faced with a PC problem?
- Tell me about the most detailed/challenging project you have done using MS Excel (or Word/PowerPoint/Access).
- Tell me about your relationship with your current end users?
- Tell me about the most difficult IT problem you ever faced and how you handled it. In retrospect, would you handle it the same way now?
- What precautions do you take before replacing a keyboard, hard drive, or network card?
- In which areas do you consider yourself to be a specialist, and how do you envision being able to utilize your experience within NCSU?
- Tell me about a time when it was necessary for you to communicate technical information, clearly, to an audience.
- Give me an example of an assignment, which you have recently worked on, that involved the learning of a new technical development.

### SUPERVISION/MANAGEMENT

- Think of a problem person that you have had to deal with in the past and explain how you handled them.
- What efforts on your part have contributed to the development of your subordinates? How do you judge the results of your efforts?
- How are you capitalizing on your management strengths in your current job? In what areas do you believe you need further management development? How did you identify these needs?
- Tell me about a new idea you have had. Explain how you got subordinates to accept this new idea.
- Think of a day when you had many things to do and describe how you organized your time.

## **SAMPLE INTERVIEW QUESTIONS**

- Tell me about a time when you had a miscommunication with a subordinate. How did you resolve it?
- What qualities should a successful manager possess?
- Describe the appropriate relationship between a supervisor and subordinates.
- What is your management style? How do you think your subordinates perceive you?
- As a manager, have you ever had to fire anyone? If so, what were the circumstances, and how did you handle it?
- Tell me about a situation where a project was returned for errors. How did you handle the situation? What effect did this have on you?
- Tell me about a managerial decision you made during the past two years that you would like to change.
- How do you motivate subordinates?

### **PLANNING AND ORGANIZATION**

- Tell me how you determined your priorities in your last job.
- In your current role, how do you schedule your time on an unusually hectic day?
- How do you determine priorities when scheduling your time? Can you give a recent example?
- Describe a time when a project you were coordinating stalled. What happened? How did you get things back on track?
- Describe a time when you had several deadlines falling at the same time. How did you organize your time to get them all done?

### **STRATEGIC THINKING**

- Describe a challenge or opportunity you identified based on your industry knowledge, and how you developed a strategy to respond to it.
- Describe a time you created a strategy to achieve a longer-term business objective.

### **PREVIOUS EMPLOYMENT / FUTURE EMPLOYMENT**

- Describe your present responsibilities.
- What previous job was most satisfying and why?
- What previous job was the most frustrating and why?
- In what kind of environment would you like to work?
- What kinds of responsibilities would you like to avoid in your next job?
- What are two or three examples of tasks that you do not particularly enjoy doing? Indicate how you remain motivated to complete those tasks.

## SAMPLE INTERVIEW QUESTIONS

- Tell me about a work situation that irritated you.
- If I call your references, what will they say about you?
- Tell me about a “significant accomplishment” in your work experience when you were positively recognized.
- What do you like most/least about your present job?
- What do you do at your present job that requires you to use organizational skills?
- If you could change things in your present job, what would you change and why?
- If you were the supervisor in your present job, what would you do differently and why?
- What were some of the things you particularly enjoyed when you were working for your previous employer?
- What were some of the things about your job that you found more difficult to do?
- What would your former supervisor say about you if we called him/her and described the position requirements?
- Why did you choose the career for which you are preparing?
- In what ways do you think you can make a contribution at NCSU?
- Why did you decide to seek a position with NCSU?

### CHARACTER / INTEGRITY

- Discuss a time when your integrity was challenged. How did you handle it?
- Have you ever disagreed with policy/procedure? How did you handle it?
- Tell me about a time when you felt you were right but knew that your position would not be followed. How did you handle the situation?
- What has been the most difficult project you have ever had to complete?
- Tell me about a situation in which you had to go above and beyond the call of duty in order to get a job done.
- What motivates you to put forth your greatest effort?
- How do you determine or evaluate success?
- What would you do if someone asked you to do something unethical?
- Give me an example of a time you experienced a loss for doing what is right?
- If you saw a co-worker doing something dishonest, would you tell your boss? What would you do about it?
- Tell me about a time when you were under pressure to complete a task. Why were you under pressure and how did you deal with the situation?

## SAMPLE INTERVIEW QUESTIONS

- Tell me about a time when you had to do the same task over and over again. How did you deal with it?
- How would your present supervisor describe you?
- From your understanding of the job, what assets do you feel you would bring to the job?
- Give me an example of an accomplishment that has given you the most satisfaction. Why?
- Tell me about a stressful situation at work. What made it stressful to you and how did you handle the situation?

### PERSONALITY/TEMPERAMENT/ABILITY TO WORK WITH OTHERS

- Give me some examples that demonstrate your ability to adapt to a wide variety of people, situations, and environments.
- What type of people do you most enjoy working with?
- Describe a situation where you had to work with a difficult person. How was the person difficult and how did you handle it?
- Describe a time when your ability to use good judgment was important in a difficult work situation.
- Describe ways you found to make your current or previous job easier. More fulfilling?
- Give an example of when you had to resolve a conflict with a co-worker or client? How did you resolve it?
- Have you worked as a member of teams in the past? Describe the situation for me.
- Give me an example of how you have worked effectively with people to accomplish an important result.
- Tell me about a team project of which you are particularly proud.
- Tell me about some of the teams that you have had to get cooperation from. What did you do?
- Tell me about the best boss you ever had. Now tell me about the worst boss. What made it tough to work for him or her?
- Give me an example of when you have had to work under pressure. What was the circumstance and how did you deal with it to accomplish your goals?

### GOALS

- In which areas do you feel you would like to develop?
- How do you track progress on projects for which you are responsible?
- Have you taken any steps in the past year to improve your skills or performance?
- What challenges are you looking for in a position?
- What motivates you most?

## **SAMPLE INTERVIEW QUESTIONS**

- What responsibilities do you want, and what kinds of results do you expect to achieve in your next job?
- Do you consider yourself a risk-taker? Describe a situation in which you had to take a risk.
- Give me an example of a time you made a sacrifice to improve yourself.
- Looking into the future, what changes and developments do you anticipate in your particular field?
- What are your long range and short-range goals and objectives? (Business/career related) When and why did you establish these goals? How are you preparing yourself to achieve them?
- What are the most important rewards you expect in your business career?
- What do you hope to gain from this job?
- How do you feel we can meet your career objectives?
- Why do you think you will be successful at NCSU?
- What will you be looking for in this job that you do not find in your present job?
- What do you see yourself doing five years from now?

### **EDUCATION**

- What skills from your education and experience do you feel would help you in performing this job and why?
- Why did you select \_\_\_\_\_ course of study?
- How do you see your education contributing to your employment?
- How has your college experience prepared you for a business career?
- Describe your most rewarding college experience.
- If you could do so, how would you plan your academic study differently? Why?
- How would you describe the ideal job for you following graduation?