

## **SAMPLE INTERVIEW QUESTIONS**

*The following sample interview questions include a situation question for each competency*

### **Dependability**

Tell me about the last time you were late for work (or an appointment)? What happened? How did you handle it? How many times have you been late in the past year?

### **Reliability**

Tell me about a time when others depended on you to complete a task or project. How did you establish their confidence?

### **Commitment**

Tell me about your work and ethic values. Give me an example of a time when you exceeded expectations.

### **Flexibility**

Describe to me a time when you had to deal with a lot of changes to your work. How did this come about? What did you do to handle it?

### **Communication Skills**

Tell me about a time when you worked with someone who was difficult to communicate with. How did you handle this? What did you do to handle this?

### **Technical Skill Set**

How would you describe your own level of skill with \_\_\_\_\_? Give me an example of a time when you used this skill. What would you like to understand or learn more about this skill?

Tell me about a time when you filed a large amount of documents (or created a spreadsheet, typed a report, answered a busy switchboard, etc.). Walk me through what you actually did. What problems did you encounter? How did you handle them?

### **Ability to Learn Quickly**

Tell me about a time when you had to learn a new aspect of your job quickly. How did you learn it? Who else was involved? How long did it take? How did others react to you?

### **Positive Attitude**

Describe a situation where your attitude had an effect on your work. How did you know this? How did others react to you?

### **Teamwork**

Tell me about a successful team you worked on. What was your role on this team? Why was it successful?

### **Decision Making/Judgment**

Describe to me a time when you had to make a difficult job-related decision. How did you go about making this decision? What was the result?

### **Initiative**

Tell me about a new idea that you came up with on the job.

### **Quality Focus**

Describe to me a time when you were really proud of the quality of work you were doing. Tell me about another time when the work you were doing was not as good as you like to produce.