

## SAMPLE INTERVIEW QUESTIONS

### INTRO:

1. We have had a chance to review your application and background. With that in mind, please briefly review your education and work experience as it applies to the \_\_\_\_\_ position.

### STRESS TOLERANCE:

1. Imagine a time when you worked under pressure, in a crowded environment with many interruptions. How did you deal or cope with this situation?
2. Tell us a bout the most stressful situation you have been in and how you handled it.
3. Describe a time when you were faced with problems or stresses at work that tested your coping skills. What did you do?

### SELF-ASSESSMENT / JOB PERFORMANCE / INITIATIVE: (represents an understanding of one's role in maximizing effective performance):

1. Do you consider yourself a self-starter? If so, explain why and give examples.
2. What are some of the problems you encounter in doing your job? Which one frustrates you the most? What do you usually do about it?
3. Describe your most significant professional success and failure in the last two years.
4. What do you believe are the critical elements of effective performance? Describe the role each plays.
5. How would you describe the pace at which you work: fast, moderate, slow, or if it varies, under what circumstance.
6. How do you handle a heavy workload with many deadlines?
7. How would you describe your organizational abilities? Attendance? Punctuality? Work habits? Budget skills?
8. If time did not permit a training period on a new job, how would you go about learning the things expected or required of you?
9. Tell us about a situation that would demonstrate the level of confidence your manager has in you.
10. Briefly describe the most significant responsibility you have had in your career and what it taught you.

### UNDERSTANDING SELF AND OTHERS: (represents having an accurate, realistic, view of oneself, caring about building close relationships, attributing results to personal strengths and weaknesses):

1. What are your major strengths and weaknesses? Describe a situation in which one or more played a significant role.
2. Think of a time when you were in an uncertain situation, outcomes were uncertain; there was a lot of change taking place. What did you do? How did you feel? How did you handle it?
3. Tell us about a time when you tried and failed.

### CREATIVITY: (represents applying new ways of thinking; creating new ideas):

1. In your work experience, what have you done that you consider truly creative?
2. Think of a time when you anticipated the needs changing in a group you serve. Describe the situation and what you did about it.

3. What have you done to make your job easier or more interesting?

**MOTIVATION:**

1. Can you give us examples of work experiences that you felt were satisfying? What led up to the situation? Walk us through this and tell us why this important.
2. Please describe how you set and measure work goals.
3. Why did you choose this profession? What reward does it give you?
4. What type of work setting motivates you?

**CUSTOMER SERVICE:**

1. What does customer service mean to you? Give us an example where you provided exemplary service.
2. Name some of the criteria that may be included in a community satisfaction survey.

**TEAM BUILDING:**

1. What activities have you engaged in to assure other departments in the organization view your work or department as a positive resource?
2. What are some of the factors you believe constitute a strong team?
3. How do you personally build consensus within a group?
4. Tell us about a goal that you or your organization needed to achieve through teamwork. Tell us briefly about some of the issues and how they were resolved.
5. When you started a new job, how have you established good relationships with your co-workers? With management?

**CAREER ALIGNMENT:**

1. Please tell us how this position aligns with your career goal. Based on what you know about the position, which aspects would be most attractive to you? Least attractive?
2. Professionally, where do you see yourself 3 years from now? 5 years? 10 years?
3. Why should Gavilan College hire you for this position?
4. Why do you want to work at Gavilan College?

**COMMUNICATION: (represents the ability to use symbolic, verbal and non-verbal behavior to reinforce or interpret the content of a message and to ensure presentations are clear and convincing):**

1. Can you think of a time when you had to present a new idea, concept, process or procedure to someone and you felt unsuccessful? Give us a quick one-minute overview and then walk us through that situation, telling us about your part in it.
2. Think of a time when your listening skills were particularly useful in solving a problem. Give us a quick one-minute overview and then walk us through the situation.
3. How would you characterize your written and oral communication skills?
4. If you were given an assignment that was ill defined but required a quick response, what would you do?
5. What role do you usually take in a group meeting or discussion?

**INFLUENCE: (represents an ability to have an impact on others; convincing and inspiring them to work toward organizational objectives; garner respect):**

1. Think about a time when you established credibility with another work unit. What were the factors involved and why did they accept your advice?
2. If you were to recommend that a functional responsibility be transferred away from one unit and give to another, what factors would you consider?
3. Think of a time when you were personally confronted or challenged by someone. Give a quick one-minute overview and then walk us through that situation. Tell us your part in it. What did you think/feel? What did you do/say? What was the outcome?
4. You need others outside of your direct control to produce essential elements of a project. How do you make sure this happens?

**EOE COMPLIANCE/ETHICS: (represents having a personal compass composed of clear principles and values):**

1. What is the difference between honesty and integrity?
2. What role do policy and procedure play in an organization?
3. What does workforce diversity mean to you?
4. What is your commitment to understanding “Equal Opportunity Employer” as it relates to staff, faculty and recruitment?

**MANAGEMENT: ATTITUDE/STYLE**

1. How would you describe your management philosophy and style?
2. In what ways might you want to modify your approach when dealing with subordinates?
3. Some managers keep a very close check on their organization. Others use a loose rein. What pattern do you follow? Has it changes in the last few years?
4. How would you deal with an employee who was not doing his or her job properly?
5. Have you ever had to initiate corrective action for an employee? If so, what steps did you take?
6. How would you deal with an employee who does not appear to measure up to the increasing demands of the job?
7. What philosophy and techniques do you use in motivating and energizing your staff?
8. How do you think your staff would describe your style of delegation?
9. How do you get your employees (or others) to follow you?
10. How do you make sure that your employees are accountable?
11. What do you do typically when you hear of a problem in your area?

**MANAGEMENT: EVALUATING PERFORMANCE**

1. How would you describe your standards of performance? What would your staff say? What would your supervisor say?
2. What do you do to ensure objectivity when you evaluate the work of others?
3. What sort of performance standards have you held employees to? Were they written?
4. What steps do you go through when writing a performance evaluation?
5. How do you plan for performance improvements?
6. When you evaluate someone’s performance orally, what approach do you take? What if their performance has been exceptionally good? Marginal?
7. How do you conduct an evaluation process?

**MANAGEMENT: FISCAL**

1. Please explain what experience you have with long and short-term budget projections?
2. How do you go about estimating expenses and budgets?