

**Hire Process Quick Notes**

**Sample Interview Questions - General**

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| **SAMPLE POSITION CRITERIA/ CHARACTER TRAITS** | **SAMPLE QUESTIONS** |
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| **Adaptability**  (Shows flexibility and openness; is receptive to new ideas and approaches; handles multiple tasks and knows how to prioritize) | * What kind of work environment most appeals to you? * Give an example of how you quickly adapted to a change in your work area when others were resisting it and holding on to “the old way.” * What experiences have you had in high-pressure situations? * What are some constructive methods you use to deal with stress? |
| **Communication**   * Oral * Listening * Written | * Describe the characteristics of a good listener. * Describe a time when you were able to effectively communicate a difficult or unpleasant idea. * Describe a time when you used verbal skills to change an attitude, sell a product/idea, or influence others. What were some of the outcomes? * Give an example of when you picked up some non-verbal cues. Were they positive or negative and how did they impact your actions? * How do you signal to other people that you’re listening to what they’re saying? Provide an example. * Describe the most difficult work-related writing assignment you have ever had. How did you manage it? What was the outcome? * What experience have you had writing letters, reports, and/or technical manuals or brochures? Provide an example. * In some jobs it is necessary to document work thoroughly in writing. For example, to meet guidelines or to train another person. Give an example of your experiences in this area. |
| **Customer Service**  (Is approachable/accessible to others; strives to satisfy one’s external and/or internal customers) | * This job involves interacting with specific types of people (i.e. external customers, students, faculty, managers, parents, etc.) What experience do you have working with such people? * Tell me about a time when you were not effective in meeting the customer’s needs. Why did you fall short and what steps did you take to correct the situation? |
| **Inclusiveness**  (Shows respect for differences in backgrounds, lifestyles, viewpoints, ethnicity, gender, creed, sexual orientation, etc.; pursues knowledge of diversity and inclusiveness) | * What does the term diversity mean to you as it applies to the workplace? * What are some of your best practices for creating and managing a diverse work group? When have you applied them? * How does your current or previous employer handle diversity issues in the workplace? How do you support this effort? Give an example. * What work experiences have helped you deeply understand the mindset and value of other cultures? How will you apply this understanding in a new position? * Tell us about your experience in supporting a diverse student body. Why does this matter, and how does one demonstrate commitment? |
| **Leadership Skills** | * What personal qualities should a leader have? * Discuss the different styles of leadership. * Tell us about a situation in which you demonstrated your leadership ability. |
| **Motivational Fit**  (Shows interest in position and University; demonstrates innovation, creativity, and informed risk-taking; shows initiative; anticipates needs and takes action) | * What is it that makes this position interesting to you? * Why are you planning to leave your present job? * Why did you leave your previous job? * What kind of work excites you? * What qualities or experiences make you the best candidate for this position? * What part of your job gives you the most satisfaction? * What part of your job is most challenging? * What do you think is the best way of motivating people? Why? Provide an example. * One of the requirements for this position is that the individual be a self-starter. Give an example of your ability to be a self-starter. * Describe a time when you went “beyond the call of duty” to accomplish a task. |
| **Prioritization** | * You are given a number of assignments. How will you prioritize the assignments? * Along with your other assignments, you’ve been given a rush assignment that has to be done. What adjustments or considerations will you make in trying to complete the rush assignment? * How do you prioritize your work? |
| **Supervision Responsibilities** | * What experience have you had in supervision? * What aspect of supervision is most difficult for you and why? * Have you ever been mismanaged? If yes, how did it affect you? What did you do about it? * How do you deal with co-workers and subordinates you do not like? * How would you handle chronic lateness or absenteeism from one of your subordinates? * As a manager, you will be judged by your ability to motivate others; what techniques do you use to motivate your staff? * How would you rate your ability to prioritize work and set goals? * What specific kind of work do you most enjoy doing? * Two employees come to you about a verbal disagreement. There are not witnesses? What will you do? * Describe how you turned around the performance of a direct report who was not very motivated. What did you do and what was the outcome? * What are the characteristics that you prize most in an employee? What behaviors or characteristics do you find intolerable? * What methods of communicating with your staff have you found most effective? |
| **Teamwork/Collaboration**  (Builds working relationships to solve problems and achieve common goals; offers assistance, support, and feedback to others; works effectively and cooperatively with others) | * Tell us about a time when you needed someone’s cooperation to complete a task and the person was uncooperative. What did you do? What was the outcome? * Do you prefer team or independent assignments? Give an example to support your answer. * If I were to interview your reporting staff members, how would they describe your strengths and weaknesses as a manager and supervisor? * Tell us about a time when you were working as part of a team and felt that you could achieve better or faster results on your own. How did you handle it? What was the outcome? * To what extent do you consider yourself a “team player”? What does that mean to you? * Describe your style of contributing to any team in which you work. What does the team look to you for? How creative are you at problem solving compared to the other members? * In your previous or current position, how much of your work was accomplished alone and how much as part of a team effort? |
| **Technical Skills** | * Have you ever used any type of query tool? * The University of Akron continues to move quickly forward with the use of technology. What experiences can you bring to this office in the area of technology? * Do you have a valid Drivers License? |
| **Working Effectively with Others** | * How do you deal with conflict? * What are your expectations of a good supervisor? * You are given a direct order by your supervisor. You don’t agree and your workers are refusing to do it since they feel it is not their job. How would you handle yourself and your workers? * In what kinds of situations do you find it most difficult to deal with people? * How do you deal with others who refuse to accept responsibility for issues in their area, but always blame something/someone else? What effect has this had on you or your team’s work? * Describe a time when someone continued to hold a grudge after you tried to resolve your work differences. What actions did you take to improve the relationship and what was the result? * Two of your staff are involved in a verbal altercation in your office area. How will you handle this situation? * What was the biggest conflict you have ever been involved in at work? How did you handle that situation? * Tell us about a time in which you have had to build relationships with others to get things done. How did you approach it? Did it work? |
| **Miscellaneous Questions** | * Tell us about the culture at your most recent place of employment. * What is your favorite part of your current job ad why is it your favorite part? * What qualities or experiences make you the best candidate for this position? * What new programs or services would you start if offered the position? * Tell us how you would learn your new job in the absence of a formal training program? * Where does this position fit into your career development goals? * What experience have you had in establishing file systems? * How would you describe your personality? * How do you measure your own work success? * If you had to rank in order the top five things you are looking for in a good job, what would they be? |