Questions for **Adaptability**:

1. **How do you go about handling difficult people?**

Tips:

* Talk about a time you have had to deal with difficult colleagues, colleagues who may have failed to complete the work or have an unprofessional attitude.
* Explain in detail the actions you took, for example good communication is essential in a situation like this.
* Explain how important it is to always remain calm and positive in this situation, it’s important to try and understand them which will help in finding ways to work through any of the difficulties.

1. **How do you respond to change?**

Example Answer:

I believe I can adapt to changes in any circumstances. Every organisation is different to one another and job roles may vary but I believe the core requirements of my role do not change. I understand that there will be new procedures that I will have to follow, I also understand how important it is to forming good working relations with new colleagues. However, I know this will not take very long as due to my previous experiences in my past jobs, I’ve always been a fast learner.

Tips:

* Also talk about a previous job, where you were able to settle in quickly and had great relationships with your colleagues.
* Explain how you were able to understand the way the organisation worked after a short while

1. **Tell me about a time you had to quickly adjust your work priorities to meet changing demands**

Tips:

* The interviewer wants to know whether you are able to perform in different environments and with different tasks, people and responsibilities, give an example of a time you have adjusted your actions to meet changing demands and tasks.
* When answering this question, the STAR approach should be followed:

Situation: Describe the situation

Task: What task were you given?

Action: What action did you take?

Result: What was the end result?

Questions for **Creativity**

1. **Give me an example of your creativity**

Tips:

Talk about a past experience where you have shown your creativity skills. Creativity manifests itself in the workplace in a number of different ways. Demonstrate your own creativity by using one of these creativity examples relevant to your experience:

* Generating fresh solutions to work problems
* Finding and suggesting new ways of doing things
* Applying existing knowledge and information in novel ways
* Finding resources to meet a need
* Using existing resources (people, skills, technology) in a new way
* Coming up with an original idea
* Trying a different approach to a traditional way of working or thinking
* Making connections between seemingly unrelated issues and activities
* Integrating knowledge and information across job task

1. **Give me an example of a time when you had to think out of the box.**

Tips:

* This question is being asked to understand how you take a creative approach to problem solving
* Provide an example that would be relevant to the employer of when you used a non-traditional approach to solve a problem

1. **Tell me about a time you tried a new way of doing something**

Tips:

* Given an example of a time you used your own initiative to doing something in a new/different way
* Go into detail about how you approached this
* Follow the STAR approach
* Situation: Describe the situation
* Task: What task were you given?
* Action: What action did you take?
* Result: What was the end result?

Questions for **Teamwork**:

1. **Give an example of when and how you have worked in a team**

Tips:

* Reflect on times where you have worked as part of a team in a work situation
* The best examples are the most specific and detailed examples
* If you are an entry level employee, examples from university and part-time jobs can be used
* It is very important for the interviewer to know about the task of the team and its goals
* In order to explain the situation, mention the number of people on the team and your specific role
* Follow the STAR approach

- Situation: Describe the situation

- Task: What task were you given?

- Action: What action did you take?

- Result: What was the end result?

1. **Describe a situation when you were not in agreement with the rest of the team? How did you react?**

Tips:

* Give an example of a time where you have been in this situation
* Follow the STAR approach

- Situation: Describe the situation

-Task: What task were you given?

-Action: What action did you take?

-Result: What was the end result?

* It is very important for you to explain although disagreements may occur, you understand and value your working relationships and are always prepared to work at making the relationship function well
* Important to mention you always remain calm and patient in a situation like this, and try to find a solution that works well for the whole team

1. **How do you feel about working in a team?**

Example Answer:

I enjoy working in a team environment and am comfortable in both leadership and player roles. It has definitely helped in developing my communication skills as well as negotiating and problem solving skills. Teamwork also gives me a sense of responsibility as it is very important to create unity among the team members as well as having the opportunity work with a broad range of skills that allows me to deepen my understanding of a particular challenge.

Tips:

* Talk about an experience that shows how you contributed to a team that achieved exceptional results
* Use an example that is most relevant to the company you are applying to and that serves to demonstrate added strengths in addition to your teamwork

Questions for **Responsibility**:

1. **Describe a situation where you had responsibility**

Tips:

* This question is to determine your willingness to accept responsibility and be accountable for your actions
* Given an example of an occasion where you had a lot of responsibility and explain how you went about it, this could vary from having the role as Project Manager or a different role
* Follow the STAR approach

- Situation: Describe the situation

- Task: What task were you given?

- Action: What action did you take?

- Result: What was the end result?

1. **Describe to me in detail a time when you took the initiative in a major project.**

Tips:

* You should be able to express a desire to take on more responsibility when needed. You should have enough confidence to single handedly make decisions and a desire to move up in the company.
* The STAR approach should be followed when answering this question, to give the interviewer a good insight
* Must show commitment to putting things right and learning from the experience

1. **What is your first reaction when your senior manager assigns a task that you think is impossible?**

Tips:

* It is very important to have the ability to analyze the situation and make every attempt to come up with a solution.
* Be sure to clearly mention that you are happy and willing to ask co-workers for help and be responsible enough to make sure that the task is done to a very high standard.
* Refer back to an example in the past explaining how exactly you went about it and the results of the task

Questions for **Leadership**:

1. **What strategies would you use to motivate your team?**

Tips:

* Motivate your team by recognizing their achievements, by recognizing their strengths you are encouraging and supporting their work.
* Motivate your team by giving regular feedback, this is very important especially when dealing with workers who may not be working to their full potential
* Motivating your team by establishing a context for their work, employees are far more motivated when they understand the project and their role

1. **How can a leader be unsuccessful? Give me an example where you failed as a leader**

Tips:

* A leader can be unsuccessful when they can’t get the goals of the team synchronized with the aims of the organization
* There are a few factors outside a leader’s control which include available resources, economy or the time constraints.
* Give an example about a time you handled a tricky situation and how you evaluated this after.
* Also clarify how to seek straightforward feedback to make sure you learnt from the failure

1. **What significant values do you exhibit being in a leader’s role?**

Tips:

* The answer you give should revolve around the values of honesty and integrity and you should be able to explain how you demonstrate sincerity and conviction in all your dealings to establish trustworthiness
* From your past experiences of having a leader role, mention all the values you learnt and will bring when next having the role as leader

Questions for **Trustworthiness:**

1. **What does integrity and trust mean to you?**

Example Answer:

Integrity means acting in accord with one’s principles. It means consistently acting in accord with one’s principles that one has derived from an individualistic view of how to live ethically that reflects societies values. Trust means honoring promises you have made and being honest. Likewise, trusting people means putting enough faith into your judgement of people to believe that they have made a promise that they can keep whether that promise is explicitly stated or merely a reliance on their character as you perceive it to be.

1. **What would you do if someone asked you to do something unethical?**

Tips:

* Think carefully about the different types of ethical situations that can occur before deciding that you have not faced one of consequence in your career.
* Take the opportunity in the answer that you give to briefly acknowledge that good people find themselves in difficult situations and that we all need to do our best to be prepared for them and help each other
* Do not make anything up if you have not been in an ethical situation that is worth sharing, expand on the point about how lucky you to have worked in places with good values and high standards.

1. **How do you earn the trust of others?**

Key points to mention:

* Being honest is the first step in building trust, the truth should always be told no matter what situation
* Being consistent in words and behaviours and being punctual to work is key

Tips:

* Show your awareness of the importance of relationship building
* Must show recognition that trust works both ways in effective relationships

Questions for **Problem Solving**:

1. **Give me an example of when you have had to think on your feet**

Tips:

* Think back to a professional setting e.g. at work/university, where you were in a tough situation
* Follow the STAR approach

- Situation: Describe the situation

- Task: What task were you given?

- Action: What action did you take?

- Result: What was the end result?

* Make sure you include all the important details and always relate back to the question

1. **Tell me about a time when you came up with a new approach to a problem**

Tips:

* Think back to an example of a problem you have faced, preferably in a professional environment
* Explain how you analysed the situation in order to gather the suitable requirements to solve the problem
* Also follow the STAR approach

- Situation: Describe the situation

- Task: What task were you given?

- Action: What action did you take?

- Result: What was the end result?

1. **Describe a time when you anticipated potential problems and developed preventive measures.**

Tips:

* Think back to an example when you analysed potential problems
* Mention that you allocated contingency time to the problems according to the focus needed on each problem that could potentially occur
* Also follow the STAR approach

- Situation: Describe the situation

- Task: What task were you given?

- Action: What action did you take?

- Result: What was the end result?

Questions for **Organization:**

1. **How do you go about organizing your time and assessing priorities?**

Example answer:

I have a diary, where I make a list and take note of tasks when they are assigned. I work out what order to things in by thinking about which tasks are urgent and how important each task is. If I’m not sure what’s urgent and what isn’t, or how important different tasks are, I find out. If I’m given a new task I add it to the list and decide when to do it, so I adapt the order in which I do things as necessary.

Tips:

* It doesn’t matter how you make your list, whether you use a notebook or a desk diary/online tool
* Be ready to explain your preferred technique to the interview and why you use it in comparison to the other methods

1. **When have you demonstrated good organizational skills?**

Tips:

* Organization skills are an important part of any job, therefore the interviewer would like to understand the method you use to keep on top of things
* Give an example of a time where you had a lot of responsibility and how you managed to be organised and complete all your tasks on time and to a high standard

1. **Describe a situation that required a number of things to be done at the same time. How did you handle it? What was the result?**

Tips:

* Think of a past experience where you may have worked in a group or had the role of project manager
* Explain how you went about organizing your time and assessing priorities and talk about the particular method you used to keep on top of things
* Also follow the STAR approach
* Situation: Describe the situation
* Task: What task were you given?
* Action: What action did you take?
* Result: What was the end result?

Questions for **persuading others:**

1. **Tell me a time when you convinced others of your point of view?**

Tips:

* Your answer should be based on an example from a past experience
* Think of a time when you convinced someone to see something from your perspective
* Ensure you come across as respectful and collaborative. They will be more impressed if you share an example where you first heard others perspectives, considered them, and then explained why your way/idea/thought was best.
* Make sure it’s about what’s best for the company, as this will show that the success of the company was a priority in your decision making process
* You may have used facts and research to convince others, which will show you put a lot of thought and effort into this

1. **Give me an example of a time when you had to negotiate to achieve a desired outcome?**

Tips:

* Your answer should be based on a time you had to use your negotiating skills in order for things to go your way and reach the outcome the you want
* Explain your negotiating technique and the key points you said to persuade the others
* Follow the STAR approach
  + Situation: Describe the situation
  + Task: What task were you given?
  + Action: What action did you take?
  + Result: What was the end result?

1. **Tell me about a time you had to persuade someone to do something a certain way**

Tips:

* Use an example from either work or university and explain the situation well so that the interviewer as a thorough understanding
* Follow the STAR approach
* Situation: Describe the situation
* Task: What task were you given?
* Action: What action did you take?
* Result: What was the end result?
* Go into detail about what skills you used/needed to persuade the individual/others to follow the approach you preferred

Question for **Results Orientation:**

1. **Give me an example of a time you have been very successful.**

Tips:

* The interviewer is interested in both your definition of success and how you systematically achieved that success.
* Focus on a work-related example with measurable deliverables which you achieved either individually or as part of a team (as long as you were a key component to the team) and be ready to fully explain the details start to finish.
* Choose a past experience where you have had a fair amount of responsibility and led to great results

Example Answer:

An example would be the research project I completed as part of my placement year which was last year. I was responsible for reviewing a new technology tool being developed in the marketplace to decide if there was a value for adopting internally. I completed the research ahead of schedule and recommended a small scale implementation to test the use of the tool internally. As I delivered my research early, my manager asked me to lead the test implementation. The test implementation was successfully completed while I was there and I provided an implementation plan which was followed by others after I completed my internship.

1. **Tell me about a time you failed.**

Tips:

* It’s key to pick a real failure, choose a story in which something fairly important didn’t go right due to your personal actions (or lack of actions)
* This question is usually answered incorrectly due to people choosing to talk about a situation in which everything went wrong
* You only need one thing to go wrong for your answer to work
* Try to explain it wasn’t a drastic failure but explain why you felt it was a failure
* Explain the incident you choose as an example to the interviewer
* Most importantly explain and share what you learnt from this experience
* Talk about why you think things went badly, maybe what you would have done in hindsight, and, of course, what you’ll be doing going forward.

1. **Tell me about a time when you have set and achieved goals.**

* The interviewer is asking about goals you have already achieved, there is a dual purpose in asking whether you set goals and, if yes, whether you have actually achieved your goals
* The question is asking about recent goals you have completed and how you achieved them, follow the STAR approach
* Keep it professional not personal

Questions for **Strengths/Weakness:**

1. **What are your strengths?**

Tips:

* The interviewer is attempting to identify your core competencies and whether they align with the needs of the role
* The interviewer is also attempting to find out if you have an accurate view of self in relation to what is truly your greatest strength
* We all have multiple areas of strength, so the key is to select behavioural traits which align with the needs of the role and have examples to show these traits as strengths
* Do your research in advance of the interview to know what the core competencies are for the role and give examples

1. **What is your greatest weakness?**

* The interviewer is attempting to identify whether you are self-aware, honest and whether you seek to improve and learn from your experiences
* The best approach to answering this question is to be honest
* That does not mean you need to give a personal experience or present your greatest life weakness
* Ensure to keep it focused on your work experience and education but also something you are actively working to change and improve

Questions to do with **Commercial awareness**

1. **What in your opinion was the most important news from last week?**

Tips:

* Keep up to date on the topics, and latest news and changes to do with the industry the job is to do with
* Remember the news sources you used for the information you provide

1. **What do you think are key qualities for a company to have to be successful?**

Tips:

* Testing your business minded side, general knowledge of the type of company they’re talking about.

1. **What are the most important developments in this sector at present?**

Tips:

* Keeping up to date on what’s happening in the industry
* This also shows your interest in the job and makes you seem more motivated.

Questions to do with **Decision making**

-To prepare for a behavioural interview, read the job description carefully and make a list of the top 5-8 qualifications and/or skills required. For each of these, brainstorm to come up with stories and examples that [illustrate your strengths](http://biginterview.com/blog/2013/03/what-are-your-strengths.html) and accomplishments.

- Use the STAR approach in constructing these stories. ST is for Situation/Task. A is for Approach/Action. R is for Resolution/Results. Briefly describe the problem or situation, then talk about your approach to solving/addressing it, and end with a description of the positive resolution.

* Describe a problem that you have faced and how you solved it?
* Describe when and how someone changed your mind?
* How do you respond to change?
* How do you react to instances that require immediate decisions? How does the importance and intensity of the situation affect your thought process?

Questions to do with **Career motivation**

* **Why have you chosen this career?**

Tips:

- This is one of the questions that often catches a candidate without a solid answer. You need to think about all of the factors which influenced your decision in advance. That doesn't mean you have to include them all. Be selective. Include the positive influences, not the negative ones. If you did advanced research and planning, this provides the solid foundation.

* **Where do you see yourself in 5 years’ time?**

Tips:

-Interviewer if trying to find your career plan, and seeing

- **Keep your answer fairly general, especially if you don’t know much about the career type being offered**

**-** **Stress your interest in a long-term career**, as the company wants to hear your ready to settle into the position and company.

- **Demonstrate your enthusiasm** for the job as an exciting next step for you

* **Have you applied to anyone else?**

-no

* **What you enjoy doing and what are your values?**

Tips:

* Think of what you enjoy doing and your values before the interview, trying to also make them to do with the company’s core values, although not obviously.

Questions to do with **Communication**

* **How do you go about handling difficult people?**

Tips:

- The way in which you answer this question will tell the interviewer pretty much everything they need to know about your interpersonal skills. The options are to:

Do you clash head-on with difficult people?

Do you find ways to deal with them?

Do you run away and hide?!

The second option is most desirable, as conflicts are bound top happened during work and its about dealing with it professionally

* **Give me an example of a time when you had to negotiate to achieve a desired outcome?**

Tips:

You should show how you identify the individual or group's needs and persuade them you can satisfy these needs with your product, service, approach or idea. Your answer should close with proof of how you gained commitment to the action you persuaded them to take.

* **Give an example when you have clearly conveyed complex information to someone**

Tips:

1. Demonstrate your ability to clearly and effectively convey information to individuals or a group.

2. Express how you can adjust your communication style to suit your audience.

3. Show how ready you are to answer a barrage of questions.

4. Demonstrate your flexibility when it comes to explaining things to different kinds of people.

5. Cite examples from previous work experience.

* Do you prefer to work independently or on a team?

A person is likely to slightly prefer one over the other, but highlighting the benefits of both approaches will make you a more dynamic, complex applicant.

Example answer: I am comfortable working alone and in a group depending on the situation. If the task is easy enough to tackle on my own without brainstorming or breaking up the work without a team, I am happy to work on my own. However, if the assignment is a high priority or too much for one person to handle, I welcome working with a team to tackle the project together. In my experience, most projects require a combination of independent work and brainstorming depending on their various elements.

* **Do you work well with other people?**

Employers are looking for candidates that are well-rounded and able to handle themselves professionally and appropriately in any type of social situation.

Questions to do with **Initiative**

* **Describe a situation where you acted on your own initiative?**

Tips:

* You'll need to show you are capable of coming up with new ideas and thinking creatively in order to solve problems.
* The key is to think in advance about the questions which could be asked, and think of scenarios to have in mind.

Structure:

-where you were working at the time

-in what capacity you were employed

-what the issue or problem was

-how this issue/problem had a negative impact on the business / employees / customers etc

-what you suggested/implemented as a solution to the problem / issue

-how this had a positive impact on the business

* **What have you done about your professional development in the last three years?**

Example Answer:

“I am committed to continuing to learn in my field. I read several periodicals, and I try to take training courses in my field on a regular basis. Most recently, I attended a seminar on inventory management. I learned a new cycle counting approach that I applied this past year. By implementing new cycle counting procedures, we reduced our inventory levels by 20% and improved our inventory accuracy. All of this was achieved while we reduced our cycle counting hours by 15%”

* **Tell me about a time when you surpassed all expectations by going the “extra mile.”**

Example Answer:

Although I had already punched out, I stayed behind to help a colleague solve a problem. A customer was very angry as he had waited very long for his coffee. My colleague was new, she was quite slow. I came out and explained things to the customer. Although he was very angry at first, I just listened to him and told him that we try to bring our best out to each customer who walks in to our store. After a one-hour discussion, he left with a happy face and was satisfied.

Questions to do with **Self-Motivation**

* **What have you enjoyed while working at your part-time jobs or internships?**

Tips:

-Give examples of past work that you’ve done, saying the type of work which you did

-Explain why the specific task was enjoyable, allowing you to show your interviewer that you have interests in the area.

* **How would you define success at work or in your career?**

Tips: Use specific examples of successes you have achieved to date and then walk the interviewer through the steps (situation or task, action and results) you personally took to achieve that success. Ideally, you should talk about a goal that was set for you where you exceeded expectations.

* **Do you consider yourself to be a self-starter?**

Tips:

-The correct answer to this question is always "yes", and the ideal answer includes an example of how you are able to work with minimal supervision, keep your skills current without being told, or a time when you took it upon yourself to be more efficient, accurate or productive.

* **Give an example of a situation/project/time when you went above and beyond your responsibility to get the job done.**

Tips:

-This along with many other questions, needs to be thought through before the interview so you can have examples in mind to use. You should explain the scenario, how you went above and beyond, and then finally how that positively affected what was going on.

Questions to do with **Client focus**

* **Give me an example of when have given good customer service**

Tips:

- Your ability to serve customers politely and efficiently should be a given at this stage, but the interviewer wants to know if you’re passionate enough about helping people to do more than is expected.

- Reference a time where you really impressed a customer, and describe the exact lengths you went to make them happy – it’s all about putting extra work in, taking responsibility, and making the customer feel valued.

* **Have you had to deal with an irate customer? If so, what did you do? How did the situation end up?**

Tips: No one likes mean and unhappy customers, but you will probably deal with them no matter where you work. Your interviewer is asking you this question to really get a feel on how you handle frustration and to see how much you value customers.

Example Answer:

“At my last job, a customer came in cursing and yelling-the works. I knew it was out of frustration so I didn't take it personally and I made sure the customer knew their concerns were being heard. I listened carefully and apologized. She was complaining about an item she wanted to return, however she didn't have her receipt. I explained that I wasn't able to give her a cash refund without the receipt, but that I could allow her to have the same amount in store credit. It ended up being a win-win situation for everyone."

* **What do you regard as being the most positive aspects of dealing with customers?**

Tips:

**-**Give reasons as to why something is a positive aspect when dealing with customers, and why you like it.

**-**An example could also be given of a time when you particularly happy with a customer dealing.

Questions to do with **Attention to detail**

* **Describe a time that you picked up an error or problem that had been overlooked by others at work.**

Tips:

-This answer must be answered honestly but tactfully. Employers want to see if potential employees are team players. You do not want to appear haughty.

-Show how you professionally let others know of the issue not picked up on.

* **When have you demonstrated good organizational skills?**

-This is another example of needing to come up with examples beforehand, from any previous job or experience.

-For this try and mention the most significantly impacting time your organisation skills came into use.

* **Have you ever needed to persuade someone above you that they had made a mistake? What did you do in this situation? How did it turn out?**

Tips:

-This is all about whether you can communicate affectively to a colleague, even when it’s about a mistake which was made. Which requires professionalism to make it constructive rather than rude.

* **Describe a time where you made a mistake in your work. How did you find the mistake?**

Tips:

-As with the previous question, you might think this rather a tough one. The interviewer has specifically asked you about the very worst mistake you’ve ever made at work. The key is to realise that everyone makes mistakes; the important thing is to learn from them and make sure you never make the same mistake twice.

- Try to talk about a mistake that was clearly severe but one that is unlikely to put them off hiring you completely.

- By choosing carefully and placing the emphasis on what you did to resolve the situation and what you learned from the experience.

Questions to do with **Weaknesses**

* **What is your greatest weakness?**

Tips:

- The interviewer is exploring three things:

1) whether you are self-aware; 2) whether you are honest; and 3) whether you seek to improve.

-Be truthful. That doesn't mean you need to present your greatest life weakness or something personal about you. Keep the interview focused on your education and experience. Choose a true weakness, yet choose one which you are actively working to change and improve.

* **Which of your current tasks or duties do you find most challenging?**

Tips:

- In choosing which aspects of your job to tell them you most enjoy, you need to try to select aspects which will lead the interviewer to believe that you will also enjoy – and therefore perform well in – this new job.

-There's no harm is starting your answer with a general statement to the effect that you enjoy most aspects of your job but you then need to go on to give some specific examples which will help to support your case for being an ideal fit for this new job.

* **What is your biggest regret you’ll have on leaving your current role?”**

Tips:

-When choosing a regret to share, it’s best to talk about one related to your job or career. Sharing a personal regret about a relationship or financial issue could make the interviewer uncomfortable.

- Interviewers are looking for a candidate who is honest and displays the ability to self-correct and improve, not someone who has no regrets.

- No matter the regret you choose to discuss, remember to show you learned something valuable and didn’t make the same mistake twice.

Questions to do with **Analytical**

* **Tell me about a situation where you had to solve a difficult problem. What did you do? What was the outcome? What do you wish you had done differently?**

Tips:

-This could be related to past jobs or just experience in the area.

- Try to think of an example where you can show your skills relevant to your job.

-Try to describe the process you go through to come to a decision or action.

- Keep your answers positive, and remember to show how what you did had a positive effect on the problems outcome.

* **Describe the project or situation that best demonstrates your analytical abilities. What was your role?**

Tips: Try to clearly show your thought process from step to step, mentioning how each one will have a positive impact

Example Answer: “At my last job at Starbucks, there was a man who would daily bring in his mug for his coffee. He was notorious for making some of the baristas cry. I thought about what he wanted, "stepped" into his shoes, and assessed what would make him the happiest customer. I took him on as my challenge. While he was in line for coffee, as he was the only one with a personal mug, I would take his mug and warm it for him. By the time he had handed over his money, his coffee in a warmed mug was ready to be handed to him. Over time, we actually became friends and I appreciated him. My role in this situation was to imagine how he felt and then remedy it.”

* **Describe how you handle yourself when you are stressed or under pressure. Please describe one tough situation you found yourself in with a co-worker or manager and how you handled that particular situation.**

Tips:

- That you recognise that pressure and stress are facts of life

-That you understand the effect pressure and stress has on you

-That you are sufficiently robust to be able to take them in your stride

-The question is also wanting you to show professionalism when dealing with a co-worker, in a non-ideal situation.

* **Describe a situation where you have successfully worked under pressure?**

Example Answer: **“**I often had to speak in front of a group, presenting my reports and forecasts in front of other team members. I did not feel good about it, it was stressful. However, I always put a lot of time into preparation, which helped me to calm down and feel good about myself.”

Tips: The interviewer wants to hear of a truthful experience where you confidently and calmly dealt with a stressful situation. Although acknowledging you were under pressure.

Questions to do with **responding to change**

* **How do you respond to change?**

Tips:

- Clearly your answer should be that you handle change well. However, you do not want to leave an answer at “I handle change well.” This answer is a little too short and doesn’t let them get to know your abilities.

-It is better you give an example of how you successfully handled a major change in your job before.

Example Answer: “I am not afraid of change.  By all means, I’m very flexible and adapt quickly and easily to change. In my last job the company re-organized IT (or any other field that might suit your career) infrastructure and all of IT staff including myself in each division were moved to the data centre where we were required to work by following different procedures and more restricted rules.  It was quite a shake-up and many of my co-workers were upset by the changes. I just adjusted the change of my work environment and worked the new management team to set my priorities for new tasks.  No matter changes occur, I just focus on doing my job to the best of my ability.”

* **Describe a time when there was a fundamental change in the way things were done in your workplace. What was your response towards it?**

Tips:

-Answer this question with: situation, action and result.

-Coming up with the example beforehand, taking the interviewer step by step into how the change affected you.

* **How long does it generally take you to settle into a new environment?**

Tips:

- Above all, you must convey to the interviewer that you are able to adapt quickly to new circumstances.

- It’s all very well to say that you will adapt quickly but it doesn’t mean very much unless you can back up your statement with some convincing evidence.

- If this is your first job then you could instead refer to how you handled the start of your degree course – or how you settled into your last school.

Example Answer: “I believe I’m very good at adapting to changes in my circumstances. While every organisation is different and no two jobs I’ve had have ever been the same, the core requirements of my role don’t change. I appreciate that there will inevitably be new procedures that I need to absorb and adhere to – and it also takes time to forget positive working relationships with new colleagues. However, I don’t anticipate it taking very long at all before I’m fully up to speed and making a major contribution. When I took up my current role, I’d been with my previous employers for more than five years. It was clearly a major change for me. I nevertheless settled in very quickly, got to know my colleagues and to understand the way the organisation worked – and I already felt quite at home before the end of my first month.”

* **How long do you feel it will take you to make an impact in your new job?**

Tips:

-This is your chance to show that you’ve done your homework and given the role and your place in the company serious thought.

- Sure, if you get the job, you (or your new employer) might decide there’s a better starting place, but having a well thought-out answer prepared will show the interviewer where you can add immediate impact—and that you’re excited to get started.

-This will be different depending on the job, however do research on the company and planning for what you could do for them.

Questions to do with **Versatility**

* **Please describe a professional situation in which you didn’t do well.**

Tips:

## -A good was to answer this question is to do so in the context of an early career mistake based on inexperience; then demonstrate the better judgment you now have as a result of that learning experience.

## Example Answer:

## "The first time I had to give a presentation to our board, I failed to anticipate some of their questions. I was unprepared for anything other than what I wanted to report. Now my director and I brainstorm all the what-ifs in advance."

## What kind of work environment do you thrive in and what workplace culture suits your approach best?

## Tips:

## -In this question they’re testing your compatibility within the company.

- Be sure to state your ability to conform easily to whatever setting you’re placed in.

- Research the company beforehand so that you have a good idea of what type of atmosphere they have.

- Keep your answer positive no matter what type of environment you prefer.

**-**Include past experiences with different workplace atmospheres to show your range of adaptability.

* **At time, we are all required to deal with difficult people. An even more demanding factor is to be of service to a difficult person. When have you been successful with this type of situation at work?**

* **Tell of some situations in which you have had to adjust quickly to changes over which you had no control. What was the impact of the change on you?**