

Questions from Office of Personnel Management
HR Manager Data Base

Clerical and Technical

Reading

- Describe the types of materials you have read in your job and how you have applied the information.

Writing

- Describe a document that you have written. What sources of information did you use to write the document? What steps did you follow?

Listening

- Describe a situation in which you received incomplete or confusing instructions. What steps did you take to clarify the situation?
- Describe a time when you received information that was presented orally (e.g., a meeting, a presentation, oral instructions). What was the content of the information you listened to? How did you use the information?

Speaking

- Describe a situation in which you were asked to talk to a group of people. Describe the audience, the purpose of the talk, and the content.

Arithmetic/Mathematical Reasoning

- Describe a problem or task that required arithmetic or mathematical reasoning. What did you do to solve the problem or to perform the task? What aids, if any, did you use to solve the problem or perform the task?

Reasoning

- Describe a situation in which you analyzed facts and drew a conclusion. What steps did you go through to reach the conclusion?

Decision Making

- Describe a situation in which you considered alternatives to reach a decision. What steps did you follow to make the decision?

Creative Thinking

- Describe a situation in which you made a suggestion for improving a procedure. What did you propose? What impact did your suggestion have on your work or on other people?

Applies Technology to Tasks

- Describe some examples of how you applied technology to the work you performed.
- To what extent do you maintain or troubleshoot equipment? Give some examples.
- To what extent have you instructed or assisted others with technology? Give some examples.

Organizational Awareness

- Think of an organization to which you belonged. Describe how its rules influenced your behavior.

Manages and Organizes Information

- Describe a situation in which you had to collect and organize information. What types of information did you collect and how did you organize it?

Manages Resources

- What type of resources (e.g., materials, equipment, or money) have you managed? Describe how you managed these resources following existing guidelines and/or any new procedures you developed.

Manages Human Resources

- Describe a situation in which you planned or coordinated the work of others.
- Have you conducted performance reviews of others? What did you do to review and improve the work performance of others?

Conscientiousness

- Describe a situation in which you did more than was expected of you.

- Describe a situation in which you verified the accuracy of your work. How did you go about it?

Interpersonal Skills

- Describe a difficult situation which involved you and other people. Who were the people involved? What did you do to handle the situation?

Self-Management

- Describe a time that you worked on multiple projects. How did you prioritize your work?
- Describe work-related goals you have set. What was your strategy for meeting your goals?

Flexibility

- Describe a time when you had to alter a plan because something unexpected occurred. What changes did you have to make to accommodate the situation?

Leadership

- Give an example of a situation in which you demonstrated leadership. What issues, problems, and goals did your group face? What did you do as leader? What was the outcome?

Teaches Others

- Describe a situation in which you provided guidance to someone or served as a role model.
- Describe what you have done to teach or assist others.

Teamwork

- Describe your role and contribution to a team effort.

Negotiation

- Describe a situation in which you negotiated with someone to exchange resources or resolve a difference. What did you do during the negotiation? How willing or open were the other individual(s) to negotiating? What was at stake during the negotiation?

Customer Service

- Describe a situation in which you dealt with a customer. What did you do to serve the customer?