

PEOPLE MANAGEMENT

INTERVIEW QUESTIONS & ANSWERS!



Q. How do you handle conflict between team members?

"Where possible, team members should be encouraged to resolve conflict themselves. If the conflict came to my attention, I would make a comment to let the people concerned know that I am aware it exists and that it needs to be sorted out quickly.

I would then monitor the situation and if things did not improve, I would take control.

I would speak to all persons involved and establish the exact cause of the conflict. I would then facilitate the resolution of the conflict by encouraging both parties to reach a compromise and come to an amicable agreement on a way forward.

If they were unwilling to do this, I would dictate what was going to happen so the conflict was resolved.

Whilst conflict can sometimes be healthy, it can be detrimental to the team's morale and output if not managed, so I would make sure it was resolved as soon as possible so the team could get back to full working capacity quickly."

Q. How do you handle conflict between team members?

TIP – Again, this is an **incredibly common management interview question**. Conflict in a team can sometimes be healthy, but it can also be **detrimental**, too. Here's the **best way to answer it**.

Q. What's your style of management?

"My style of management is a combination of visionary and transformational. I am a vision-led manager because I am always focusing on the future and the long-term objectives of the organization.

I am also looking ahead to see where my team needs to be to meet the expectations of our customers. By looking ahead I can plan properly and make sure my team have the necessary skills and training to perform.

I am a transformational manager because I am always looking to embrace change positively and I want my team to do the same. I believe change is absolutely vital in a team if it is to stay at the top of its game. If a team does not embrace change, it will soon fall behind."

Q. What's your style of management?

TIP – If I had to **answer this question** during a *manager or team leader* interview, I would say my style is a mixture of two **progressive and adaptable management styles**.

The following **management styles**, in my opinion, are **the most attractive** to hiring managers.

Q. How would you delegate tasks to team members?

“I would delegate by determining the task or project I needed to delegate. I would then decide which member of my team was best placed from a skills perspective to complete the task.

I would then sit down with them and provide a concise and clear brief on what I expected to be achieved and by what timeframe.

This would also be their opportunity to ask any questions regarding the brief and the responsibilities they would have.

I would then leave them alone to carry out the task, and once it was completed, I would provide them with feedback on their performance, so they are constantly improving and developing.”

Q. How would you delegate tasks to team members?

TIP – *Delegation* is a crucial part of people management. This is a **common manager interview question** and within your answer, focus on the following 3 things:

1. How you identify your team's **strengths**;
2. How you **provide a clear brief** on what needs doing;
3. How you **give feedback** at the end of each **delegated task**.

Q. How would you motivate your team?

"I would motivate my team in four ways. Firstly, I would carry out performance reviews with all staff on a periodic basis. During the review, I would get to know each team member, their strengths, their weaknesses and their career aspirations. As a manager, it is vital I get to know my team well and provide them with the necessary training to perform to a high standard in their roles.

Secondly, I would set clear objectives and tasks for all team members including providing a clear brief on where we are heading as an organization.

Thirdly, I would provide support, advice and guidance as each team member carried out their tasks. I would also ensure I praised good working practices and I would encourage everyone within the team to reach their full potential.

Finally, I would hold regular meetings and briefings where my team could discuss their concerns, any barriers that prevented them from performing well, and to also identify any issues that had the potential to demotivate the team."

Q. How would you motivate your team?

TIP – All **business owners** understand the importance of hiring a manager or team leader who can motivate **their team**. If employees feel motivated, their output and *productivity increases significantly.*

Here's my example answer to assist you.

Q. Tell me a time you dealt with a difficult employee?

How you quickly identified the issue

"When I took over as the manager of a previous team, I immediately noticed one of the senior team members was being disruptive during team meetings. He was making unhelpful and negative comments during team discussions.

I immediately spoke to him in private to ask him why he felt the need to be so negative. He stated the team had seen lots of change over the years and he was fed up with it.

The steps you took to rectify the problem

After I had listened to him, I informed him that he had a responsibility, just like the rest of the team members, to act appropriately and in line with company values.

I went on to explain how change was an important part of organizational growth and that I would expect a more senior employee to act as a role model to the rest of the team.

What you did to prevent it from happening again

To prevent it from happening again, I gave him an important project to work on that would help motivate him and help make him feel he was a part of the change process that I wanted to implement.

From that day on, he became a highly motivated member of the team and I always made sure his skills, qualities and experience were fully utilized."

Q. Tell me a time you dealt with a difficult employee?

TIP – If you have a **manager or team leader interview** coming up, this question is pretty much **guaranteed** to feature.

When answering it, **focus on the following 3 areas:**

1. How you **quickly identified the issue**;
2. The **steps you took** to rectify the problem;
3. What you did to **prevent it from happening again**.