Adaptability

Demonstrates curiosity and actively explores options. Responds efficiently to changing demands and circumstances. Functions effectively in ambiguous situations. Maintains a constructive attitude in times of stress.

Behavioral Questions

Behavioral questions are targeted at past behavior. These types of questions provide an opportunity for the interviewer to get actual, concrete examples from past experiences. The basic premise is that a candidate's past behavior/performance is a good predictor of future behavior/performance.

- ☐ Tell me about a time when you experienced a major organizational change (for example, a reorganization, a new supervisor or a new procedure) that created stress.
- ☐ Describe a time when you proposed a major change in your work process or job duties. How did others respond to your proposal?
- ☐ Describe a time when you had to complete a project in which you were provided with very little information or guidance.
- ☐ Tell me about a time when you had to change your priorities in response to the demands of a changing situation.
- ☐ Tell me about a time when a project, product, or service implementation did not go according to plan.
- ☐ Describe a time when you presented a proposal or provided a service that was given an unfavorable response by stakeholders.

Collaboration

Drives alignment and teamwork within a team, department, or across organizational boundaries. Combines resources and joins efforts to achieve company-wide goals.

Behavioral Questions

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- ☐ Describe a time when you worked on a challenging cross-functional team that produced an exceptional deliverable.
- ☐ Tell me about a time when you developed a relationship with another area of the company that had no previous history of collaboration.
- ☐ Describe how you have collaborated with others outside of your immediate team to resolve a critical issue.
- ☐ Tell me about a time when you experienced conflict with a team member.
- ☐ Describe your most recent experience working with a virtual team. What were the challenges you faced and how did you work through them?
- ☐ Tell me about a time when your attempt to collaborate across teams was unsuccessful.

Customer Focus

Anticipates customer needs, and proactively meets and exceeds customer expectations. Recognizes the issues that customers want to resolve, and creates, or facilitates the creation of, products and services to address customer needs.

Behavioral Questions

- ☐ Describe a time when you were involved in the resolution of a complaint from either an internal or an external customer.
- ☐ Describe a time when you provided outstanding service to an internal or external customer by anticipating their needs.
- ☐ Describe a time when you had difficulty determining the needs of a customer to provide them with a product or service that met their expectations.
- ☐ Tell me about a time when you fell short of meeting a customer's needs.
- ☐ Describe the strategies you have used to gather information that increased your understanding of current and future customer needs.
- ☐ Provide an example of a time when you initiated a change in a process or policy to improve the quality of customer service

Drive for Results

Tenaciously pursues positive outcomes, using effective approaches to solve problems. Delivers on commitments and seeks increasingly challenging work. Takes responsibility and holds others accountable for actions, decisions, and goals.

Behavioral Questions

- ☐ Describe a time when you uncovered something that could be problematic for your organization or team. How did you correct the situation before it became an issue?
- ☐ Describe a time when you tried to achieve a difficult professional goal. What obstacles did you encounter that made the goal difficult?
- ☐ Tell me about a time when you successfully removed an obstacle that interfered with your ability to complete a task effectively.
- ☐ Describe a long-term project or assignment of which you took ownership. How did you make sure each milestone was achieved in a timely manner?
- ☐ Provide an example of a time when you had to motivate others to complete a challenging deliverable.
- ☐ What has been the most difficult assignment or task in your career so far?