TELL ME ABOUT A TIME YOU DEMONSTRATED LEADERSHIP?

THIS IS WHAT I WILL COVER

- ✓ **Why the interviewer is asking YOU this question.**
- ✓ 2 IMPORTANT TIPS for answering it with confidence.
- ✓ **3 BRILLIANT ANSWERS!**

Why Is The Interviewer Asking This Question?

REASON #1.

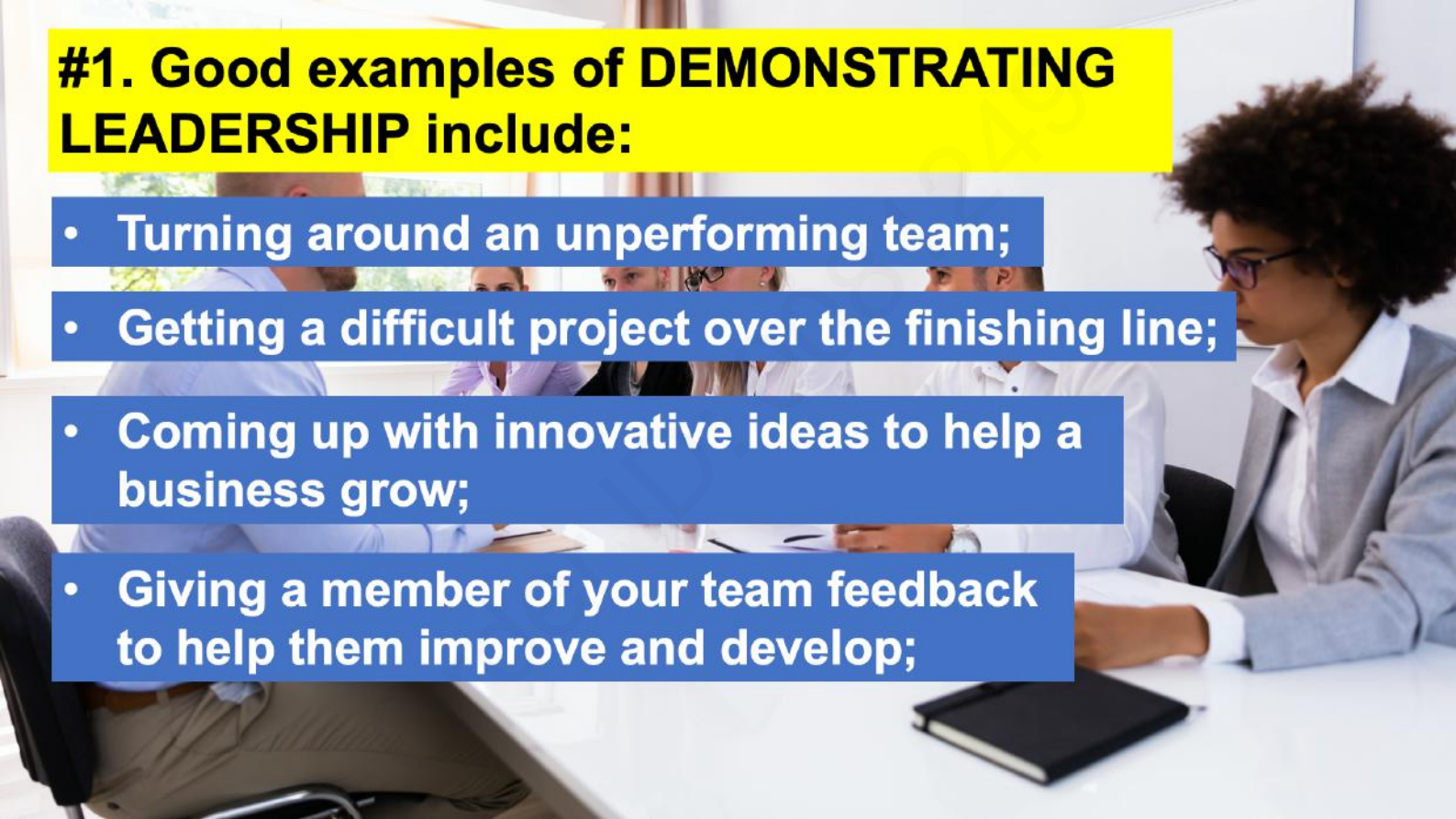
Within any **management or leadership role**, you must be the person who **takes the lead**. If you haven't **demonstrated leadership** before, how do you know you can **do the job properly?**

REASON #2.

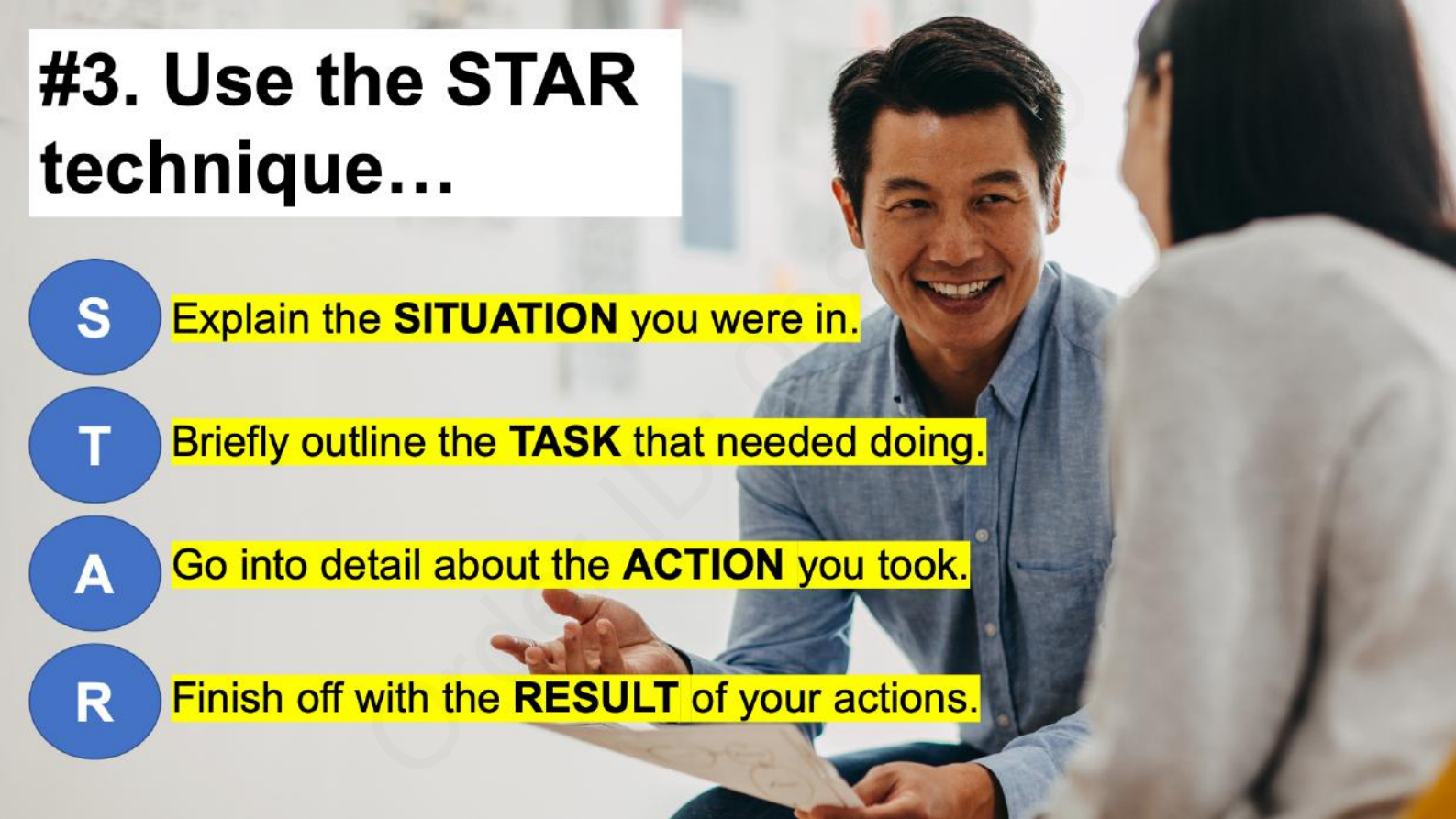
The interviewer ***wants to hear*** how you took control of a situation, and you **made a decision** that had a **positive impact** on your team or the organization!

2 IMPORTANT TIPS for answering this question with confidence

"Tell Me About A Time You Demonstrated Leadership?"


#1. Good examples of DEMONSTRATING LEADERSHIP include:
• Turning around an unperforming team;
• Getting a difficult project over the finishing line;
• Coming up with innovative ideas to help a business grow;
• Giving a member of your team feedback to help them improve and develop;

#3. Use the STAR technique…



S Explain the **SITUATION** you were in.

T Briefly outline the **TASK** that needed doing.

A Go into detail about the **ACTION** you took.

R Finish off with the **RESULT** of your actions.

Brilliant Answer #1

"Tell Me About A Time You Demonstrated Leadership?"

"Tell Me About A Time You Demonstrated Leadership?"

SITUATION: When I first started work in my previous role, I carried out an observational assessment of my team's strengths and weaknesses. I quickly noticed that several people in the team were weak at customer service. They weren't paying enough attention to our customers and I felt they needed to improve.

TASK: It was my responsibility as their leader to ensure they received the right training which would then enable them to do their jobs properly.

ACTION: I spoke to each team member individually to explain where I felt they needed to improve and the reasons why. I then enrolled all of them onto a customer service skills training course which they needed to complete within a 14-day period.

RESULT: At the end of the course, all the team members had improved their customer service skills significantly and this showed in their level of attention towards our customers, and the fact that revenues started to grow due to the customer satisfaction ratings and the increase in online reviews we were receiving.

Brilliant Answer #2

"Tell Me About A Time You Demonstrated Leadership?"

"Tell Me About A Time You Demonstrated Leadership?"

SITUATION: In a previous role, the company owner asked me and my team to take on more responsibilities due to the fact redundancies had to be made in another department.

TASK: As a responsible leader, I saw it as my duty to embrace the changes and to work with my team to ensure the additional workload was absorbed effectively and carried out to a high standard.

ACTION: I got together with my team and I explained to them the reasons why we needed to take on the additional workload. I also explained why the redundancies were being made and that we all needed to embrace the changes with a positive mindset to ensure the company thrived in the future.

I then held a brainstorming session where everyone put forward their suggestions for how we could absorb the additional workload whilst ensuring our own tasks were still maintained.

RESULT: By communicating with my team in an open and transparent manner, I was able to get them onboard with the changes and we quickly adapted to the new workload with professionalism and adaptability.

Brilliant Answer #3

"Tell Me About A Time You Demonstrated Leadership?"

SITUATION: When I first took over the leadership of a previous team, there was no structure in place as to how tasks were completed. Although projects were often completed to the right standard, there were no timelines to work towards and nobody had specific responsibility for tasks.

TASK: As a responsible leader, I knew this needed to change and so I started putting systems in place that everyone in the team would need to follow.

ACTION: I started off by holding a team meeting to explain my vision and how it would work. The team were initially against my ideas because they felt there was nothing wrong with the way they were currently working. “If it isn’t broke, why fix it?” seemed to be the feedback I was getting!

I explained to them the benefits of having a systematic approach to tasks and I provided numerous examples of how a team can significantly improve their performance and output by working to a set system! After a bit of debate and persuasion, they agreed it was a great idea.

We then brainstormed some ideas as a team before putting multiple systems in place that everyone was now going to work towards moving forward.

RESULT: Three months down the line and the output of the team had increased so much that we were able to take on more projects and tasks for the company. We became one of the best performing departments in the organization later that year which I put solely down to the fact that we started using tried and tested systems.