

**DECISION
MAKING**

**INTERVIEW
QUESTIONS
& ANSWERS!**



Examples of Decision-Making Interview Questions

Q. How do you make important decisions?

Q. Tell me a time when you had to make a difficult decision?

Q. Tell me a time when you made an important decision with limited information?

Q. Provide an example of a bad decision you made and explain what made it a poor decision?

2 VERY IMPORTANT TIPS FOR ANSWERING DECISION-MAKING INTERVIEW QUESTIONS

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**USE THE FOLLOWING 4 STEP PROCESS WHENEVER
YOU MAKE DECISIONS**

STEP 1: Determine the END GOAL (What do you want to achieve?)

STEP 2: GATHER ALL INFORMATION available to you.

STEP 3: ANALYZE the information available.

STEP 4: Determine the OPTIONS available to you.

Q. How do you make important decisions?

“Whenever I need to make an important decision, I always use a 4-step process.

Step one, I determine the objective or the end goal. What do I want to achieve?

Step two, I gather all information that is available to me.

Steps three and four, I will analyze the information before producing a list of options that I can choose from.

I will then make my decision based on facts and evidence and one that's in the best interests of the organization or my team.”

TIP NUMBER 2

Use The STAR TECHNIQUE When Answering Competency-based DECISION-MAKING Interview Questions!

SITUATION: Tell the interviewer the situation you were in.

TASK: Explain the task that you needed to do.

ACTION: Detail the action you took to complete the task.

RESULT: Describe the result of your actions.

Q. Tell me a time when you had to make a difficult decision?

1. Use a **SPECIFIC example** where you had the ***confidence*** to make an important decision.
2. Use the **STAR technique** to structure your answer.
3. Explain how you **weighed up all available options** before making your decision.

Q. Tell me a time when you had to make a difficult decision?

SITUATION: In a previous role, we had been using a local supplier for many years. They had always been cost effective and reliable. However, a new supplier came into the market who was offering more favorable terms that our usual supplier could not match.

TASK: It was my responsibility to weigh up the advantages and disadvantages of using the new supplier as opposed to our tried and tested local one.

ACTION: I assessed the new supplier's proposal, and more importantly, their track record with other companies and the quality of their product. After they had agreed to supply to us for the same price for a minimum of three years, I agreed to move over to them.

RESULT: When I informed our local supplier of my decision, they were understandably disappointed. However, it was important that I put the needs of the business first and we managed to make significant savings by moving suppliers.

Q. Provide an example of a bad decision you made and explain what made it a poor decision?

1. Make sure you give an example! Don't say...
"I don't make poor decisions."
2. Use the **STAR technique** to structure your answer.
3. Explain **what you did wrong** and **what you learnt** from the situation (continuous improvement!)

Q. Provide an example of a bad decision you made and explain what made it a poor decision?

SITUATION: When I first started work in my last role, my manager asked me to book a conference room for an important meeting he had with stakeholders.

TASK: It was my responsibility to check that the hotel had all the facilities needed and that it was in the right location to meet my manager's needs.

ACTION: Unfortunately, after I had booked the conference room, I realized there was no parking, and I could not get a refund. This meant the meeting attendees had to park a 5-minute walk away from the venue. This was a bad decision on my part because I had failed to thoroughly check the conference facilities had everything we needed.

RESULT: I apologized to my manager and I assured him I would never make the same mistake again. As a result of that situation, I created a definite check list that I always used moving forward whenever I was required to book meeting rooms or conference facilities.