

**TELL ME ABOUT A TIME YOU
HAD A CONFLICT
AT WORK?**



THIS IS WHAT I WILL COVER

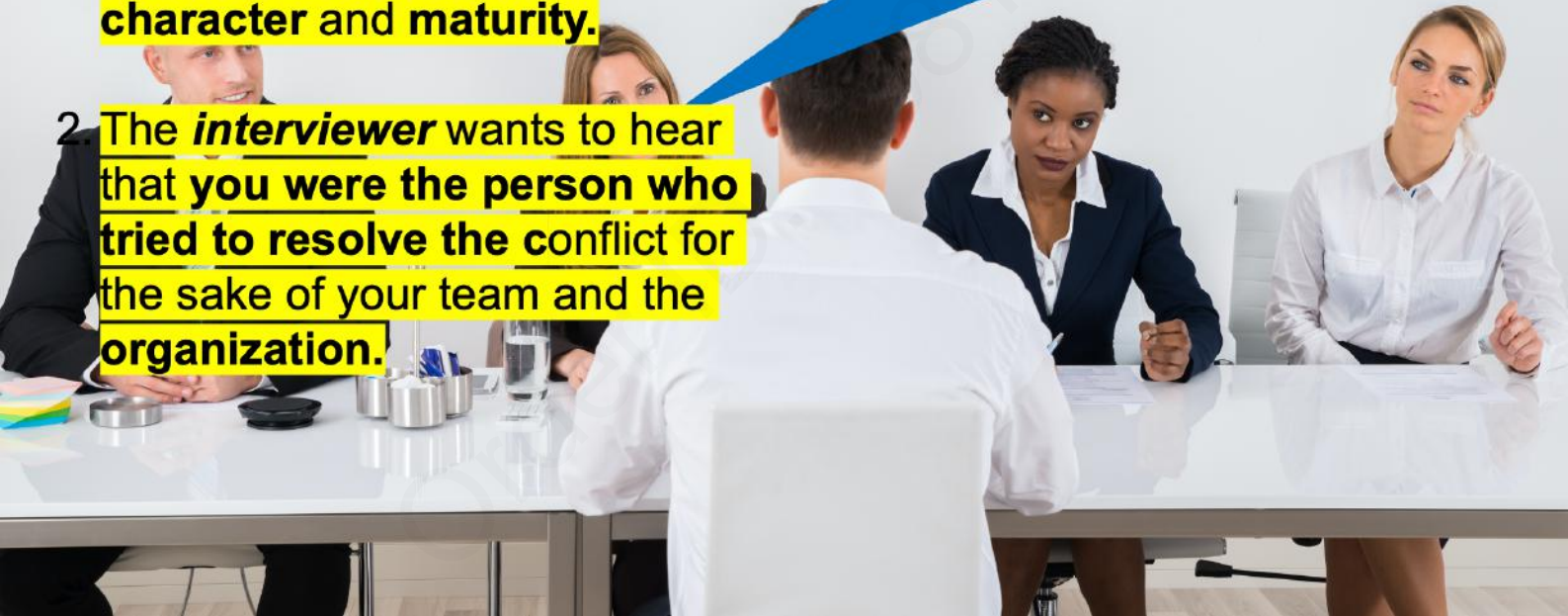
- ✓ **Why the interviewer is asking YOU this question.**
- ✓ **3 ESSENTIAL TIPS for answering it with confidence.**
- ✓ **3 BRILLIANT ANSWERS!**

Why Is The Interviewer Asking This Question?

1. **We all experience conflict** at some stage during our careers, but how you respond to it is indicative of your **strength of character** and **maturity**.

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2. The **interviewer** wants to hear that **you were the person who tried to resolve the conflict** for the sake of your team and the **organization**.





3 ESSENTIAL TIPS for answering this question with confidence

#2. While trying to resolve the conflict, show that you remained calm and that you *put the needs of the organization first*.



#3. Use the STAR technique...

S

Explain the **SITUATION** you were in.

T

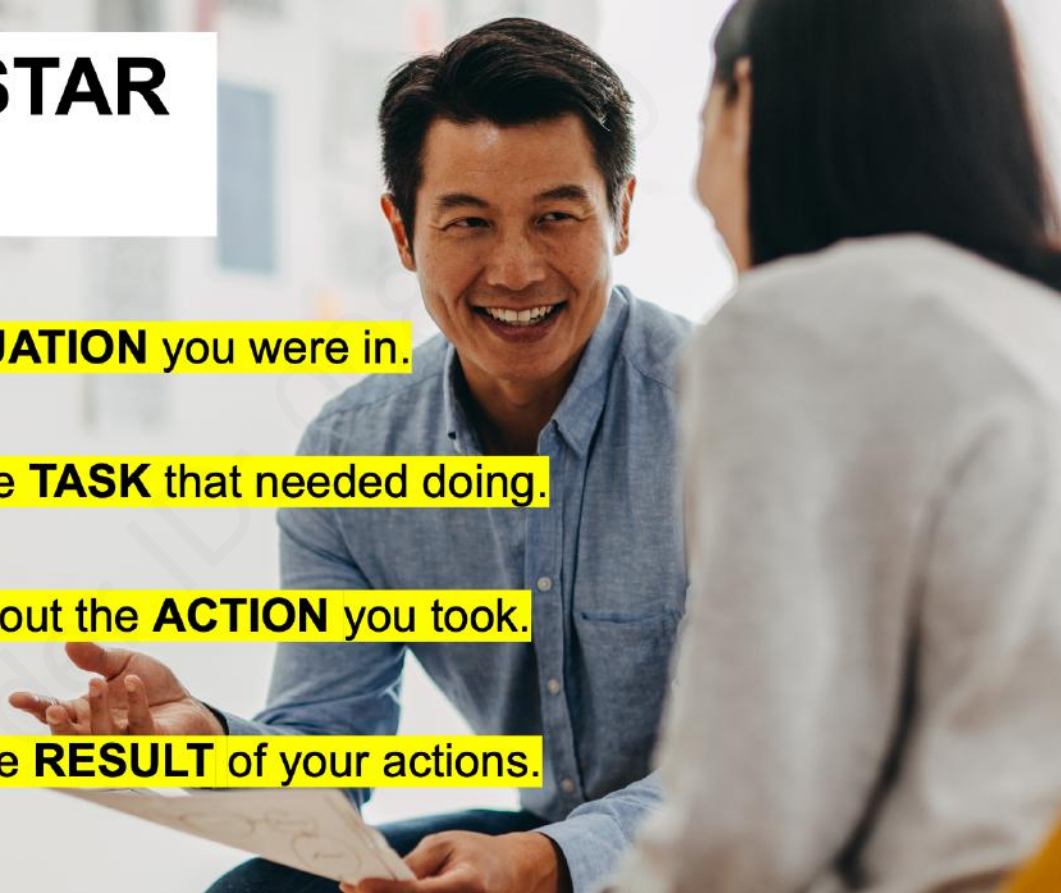
Briefly outline the **TASK** that needed doing.

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
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SITUATION: When I started work in my previous role, I was keen to make a positive impression. During the first team meeting I attended, I started putting forward some ideas that would help the team, but a senior member of staff kept talking over me. He was dismissive of my suggestions.

TASK: Whilst I don't like conflict, I believe it needs to be sorted out quickly for the sake of the team. I saw it as my responsibility to try and resolve the conflict and to build a good working relationship with the person who was dismissing my ideas.

ACTION: After the meeting, I went over to speak to him in private. I asked him in a calm manner if I had done anything to upset him. I said that I couldn't understand why he kept talking over me during the team meeting. I went on to explain that I was here to help the team and that I wanted to learn from other people more experienced than me, such as himself.

RESULT: He appeared quite shocked that I had challenged him about the conflict, and he apologized for coming across the way he had done during the meeting. He assured me it wouldn't happen again and from that day forward, we got on very well and we built up a good working relationship.

Brilliant Answer #2

**“Tell Me About A Time You
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SITUATION: I was in the work canteen one lunchtime and I overheard a member of staff from a different department making derogatory comments about a female member of staff who wasn't present.

TASK: I am a strong believer in *respect for others* and I don't think it's acceptable to speak badly of other people. I saw it as my responsibility to uphold the values of the organization, and so I decided to challenge him.

ACTION: I went over to the table where he was sitting, and I said in a calm but confident manner that those types of remarks were not welcome in the organization, and that I felt it was unfair that he spoke in a derogatory manner about a person who was not there to defend themselves. He abruptly told me to “*mind my own business*”, but I went on to explain that if he continued to speak in that manner, I would report him to the head of the department.

RESULT: He didn't say another word, but later on that afternoon, he came up to me in the office and apologized. He said that, upon reflection he was wrong for saying what he had done and that he would change his behavior moving forward.

Brilliant Answer #3

**“Tell Me About A Time You
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SITUATION: I was taking part in a team meeting to discuss a new project we were about to start collaborating on.

TASK: It was our responsibility as a team to come up with innovative ways to promote a client's new website that was launching soon.

ACTION: We started off by going round the table and everyone in the team put forward their ideas. My suggestion involved using a combination of Facebook and Google Pay-Per-Click adverts that were targeted towards the type of people who would be interested in the client's products.

I was convinced my idea would work because I had experience of using these advertising methods in the past. However, two members of the team strongly disagreed. They wanted to try local newspaper advertising.

I tried to persuade them that this was a bad idea because it was impossible to track the results. The conversation was starting to get heated and so I decided, for the sake of the team and to defuse the conflict, to agree with their idea on the basis that if it didn't work, we could revisit my suggestion again.

RESULT: We went ahead and tried the newspaper adverts for a four-week period and as I anticipated, the results were poor. We then switched over to my previous suggestion and we were able to provide exceptional results for the client, which was a great result for the team.