**Management style**

My management style is to lead by example as a c………………………..,

and role m……………………. in achieving results through others. I make

an effort to be visible and involved with employees, letting

them know that I am available and willing to help in anyway

that I can.”

As a manager who came up through the r…………………….. of this

company, I keep those who need to know informed and

up-to-date with relevant and useful information. I stay particularly

close to the sales representatives who are out

there selling the company and the product. I see them as

the basic foundation of keeping the company a………………………..”

**Tell me about a time when you initiated an action**

**that brought results.”**

■ “I am a person who tries to plan a………………….., and so I usually

have a planned schedule for every step of a project. There

was a time however when my plan started to fall a…………………….

because of a systems crash. It was chaotic for a while until I

called and located office space that wasn’t being used for a

few days. I was able to bring my team into the space and

u………………………………… the equipment needed to complete the job. We were back on schedule in no time and met the deadline.”

■ “As a project manager for my last company I could see a

need for a t………………….. to guide team members through projects

while allowing them to prioritize. I came up with a prototype

and presented it to my manager. She liked the idea

and suggested I follow t…………………. on the development. I did

some refining based on her suggestions and then presented

it to my team. Members were delighted to have a

format to assist them in organizing their tasks. After the

template was put in place and used successfully, my boss

presented it to management and they okayed it to be used

companywide. I received an award for not only the idea

but for initiating a more efficient process that will save

time and u………………………. money.”

Problems with clients

“I truly believe that ‘the customer is always right.’ Sometimes

I have to b…………………….. my tongue and hold b…………………. what I would like to say, but I have never insulted a client. I always keep

in mind that I represent the company and any action or

words that I use r…………………..on the company—good and bad.”