

## Ability to Exercise Authority \ Take Ownership

- What kind of decisions do you make in your present job? Give me some examples of major decisions.
- Describe some recent work related problems and the actions you took to solve them.

## Achievement Drive

- All jobs have frustrations and problems. Describe some examples of specific job tasks or assignments that have been dissatisfying to you. Why are they dissatisfying?
- What motivates \ de-motivates you about your current job? How do you know when you succeed?

## Customer Service Orientation

- Please describe a time that illustrates how you built a relationship with a client.
- In your current job, can you give me some examples of where you have exceeded the expectations of your customers?

## Develop Others

- What have you done to develop the people in your current team?
- If you left \ were promoted tomorrow, do you have a replacement? What did you do to help develop him/her?

## Eye for Detail \ Meticulous

- We've all had occasions when we were working on something that just "slipped through the cracks". Can you give me some examples of when this happened to you? Cause? Results?
- Describe your system for controlling errors in your work

## Flexibility

- Tell me about a situation in which you have had to adjust quickly to changes in organisational priorities. What was the impact of the change on you?
- Which bosses have you worked for most effectively and why?

## Information Seeking

- Describe a problem you have encountered at work in the last 6 months. How did you go about gathering information to help you make a decision?
- Tell me about the most important decision you have made. How did you go about gathering information to help you make a decision?

## Initiative

- What changes have you tried to implement in your area of responsibility? What have you done to get them underway?
- Describe your involvement in a task or project that had to be done within an agreed time frame and be of an excellent work standard.

## Innovation

- Can you think of a situation you had to handle in which old solutions did not work? What did you do to handle it?
- What did you do differently than your predecessors in the position?

## Interpersonal Skills \ Communication

- What are some of the biggest or most demanding groups you have made presentations to? How did you prepare for it and present it?
- Describe how you document your last project. How did you structure it? How long did it take? What was your involvement specifically? What was the outcome?

## Persuasiveness and Negotiating Skills

- What are some of the best ideas you have ever sold to a superior/peer? What was your approach?
- Give me an example of a situation where you have had impact and been able to influence a group of people to do something.

## Team Work \ Motivation

- Tell me about some of the toughest groups that you have had to get cooperation from. What did you do? Did you have any formal authority?
- How often do you attend meetings with your peers? What role did your play in the last meeting?

## Tenacity

- What are some of the biggest obstacles you have had to overcome to get where you are today?
- Can you relate some experiences in which you felt you persisted too long? How could the situation have been improved?

## Tolerance for Stress

- What kinds of pressure do you feel in your job? How do you deal with them?
- How often do you find it necessary to take work home? Why?