



The questions listed is not an exhaustive list of interview questions that may be used by search committees during interviews. It is merely an aid to assist you and your search committees as you plan for the interviewing process. If you choose to utilize any of the questions below, note that they should be used in addition to job specific questions that the committee or hiring manager has created.

If you have specific questions regarding additional interview questions used outside of this list, please contact the **Division of Human Resources** at [hr@ncat.edu](mailto:hr@ncat.edu) or 336-334-7862.

### Accountability

- Describe a situation when your work did not meet your coworker or supervisor's expectations. What happened? What action did you take?
- Tell me about a time when you had to deliver on a commitment that was difficult for you. What did you do to motivate yourself?
- Have you ever been in a situation where your role or responsibilities haven't been clearly defined? What did you do?
- Tell me about a time when you had to conform to a policy or procedure you did not agree with.
- Tell me of a time when you disagreed with a customer, supervisor, or coworker. What did you do to resolve the conflict? What was the outcome?

### Adaptability

- Describe a major change that occurred in a job that you held. How did you adapt to this change?
- Tell us about a situation in which you had to adjust to changes over which you had no control. How did you handle it?
- Tell us about a time that you had to adapt to a difficult situation.
- What do you do when priorities change quickly? Give one example of when this happened.

### Assertiveness

- Have you ever been in a situation, at work, when you have been motivated to question an ethical issue?
- If a clash of personalities were to occur with a colleague, what steps would you take to make the working relationship run smoothly?
- What steps would you take to clarify unclear information, or instructions with regard to work?

### Collaboration

- Describe a team experience you found rewarding.
- Have you ever been in a position where you had to lead a group of peers? How did you handle it?

- Tell us about a time that you had to work on a team that did not get along. What happened? What role did you take? What was the result?
- Think about the times you have been a team leader. What could you have done to be more effective?
- If I talked to your peers, what would they tell me about your ability to be a team player?
- What have you done to contribute toward a team environment?

## Communication

- Describe a situation where you felt you had not communicated well. How did you correct the situation?
- How do you keep subordinates informed about information that affects their jobs?
- How do you keep your manager informed about what is being done in your work area?
- What kinds of communication situations cause you difficulty? Give an example.
- Describe your most successful experience in delivering a presentation or giving a speech. When did this happen?
- Tell us about a time when you had to present complex information. How did you ensure that the other person understood?
- Give me an example of a time when you were able to successfully communicate with another person, even when that individual may not have personally liked you.
- Tell me about a time when you had difficulty in communicating with others. What made it difficult? How did you overcome the difficulties?
- Keeping others informed of your progress/actions helps them feel comfortable. Tell your methods for keeping your supervisor advised of the status on projects.
- What experience have you had in maintaining a manager's work schedule?
- What do you consider before committing your manager to a meeting?

## General

- Tell me about your previous work experience as an administrative support person.
- Explain to us why you feel you are most qualified for the position.
- What were your primary responsibilities?
- Do you prefer working alone or with a team? Why?
- Tell me about a time when you found yourself on unfamiliar territory: a new situation. How did you adapt to this situation? What was the eventual outcome?
- How do you rate yourself on a proofreading or correcting another person's work? How would your supervisor rate you?
- How do you handle conflict?
- What are your two greatest opportunities for improvement? Strengths?
- How do you schedule your time? Set priorities? How do you handle doing twenty things at once?
- Can you recall a time when you were less than pleased with your performance?
- When given an important assignment, how do you approach it?
- What were your most significant accomplishments at your last job?
- What do you do when you're having trouble with a boss?
- In what areas could your boss have done a better job?

- Describe the type of people you enjoy working with and the leaders to whom you report.
- Please name the different types of software that you use on a regular basis.
- In which area do you need to make the improvement in?
- Give an example of the time when you had to learn some new software. How did you become proficient in its use?
- Please explain the role technology has played in a previous job. How did you feel about that role? What other technology would have been helpful?

### Independence & Initiative

- Give me an example of when you had to go above and beyond the call of duty in order to get a job done.
- Give me examples of projects/tasks you started on your own.
- Give some instances in which you anticipated problems and were able to influence a new direction.
- What changes did you develop at your most recent employer?
- How do you begin a complex work assignment?
- What sort of direction do you want from a supervisor? Do you like detailed instructions, or would you rather just know the highlights? Do you want them in writing?
- We can sometimes recognize a small problem and fix it before it becomes a major problem. Give an example of how you acted to prevent a larger problem from occurring.
- What were the three most important responsibilities in your last or present job or what responsibilities/tasks took most of your time?
- Tell me about a time when you reached out for additional responsibility.

### Management

- How do you handle a subordinate whose work is not up to expectations?
- How do you coach a subordinate to develop a new skill?
- How do you handle performance reviews? Tell me about a difficult one.
- Tell us about a time when you had to take disciplinary action with someone you supervised.
- Tell us about a time when you had to tell a staff member that you were dissatisfied with his or her work.
- What have you done to develop the skills of your staff?
- When do you give positive feedback to people? Tell me about the last time you did. Give an example of how you handle the need for constructive criticism with a subordinate or peer.
- What do you do when a subordinate comes to you with a challenge?
- What have you done to help your subordinates to be more productive?
- Describe what steps/methods you have used to define/identify a vision for your unit/position.
- How do you motivate people?
- Who reports to you in your current position? What are their job functions?
- Describe your management style.
- Describe a change you made in your job that you feel is innovative or that you are very proud of.

- How do you handle unpopular management decisions?
- How do you proceed when you need to make a decision and no policy exists?
- What personal characteristics are necessary for success as a leader?
- In what ways do you feel the people who report to you might find you difficult to work for?
- How do you and your staff celebrate success?
- How would the people who work for you describe you
- What have you learned from your mistakes as a manager?

### **Problem Solving/Decision Making**

- Give me an example of a time when you were faced with a complex work related matter and you could not decide on the best course of action. What did you do?
- In general, how do you handle conflict?
- Tell me about a situation that got out of control. How did you handle it?
- Tell me about an important decision or judgment call you've had to make on the job.
- What criteria do you use to make decisions?
- Tell me about a decision you made but would have done differently now.
- What kinds of decisions are the most difficult for you to make and why?
- Tell us about a time when you had to analyze information and make a recommendation. What kind of thought process did you go through? What was your reasoning behind your decision?
- Describe one of the most difficult problems you faced on the job. What made the problem difficult to resolve? How did you solve it?
- Tell me about a time you had to work according to a policy you disagreed with.
- Describe the worst decision you ever made and how you corrected it.
- Can you think of a time an idea of yours was rejected? Tell me about it.
- Describe the best/worst co-worker you've ever had.

### **Service Oriented**

- What is your customer service philosophy?
- Tell me about a time when you were faced with a serious customer service problem. How did you resolve that problem? What was the final outcome?
- Tell me about a time when you went the extra mile to meet the needs of who you were serving.
- Tell us about your experience in dealing with the public.
- Give us an example of a situation you handled exemplifying superior customer service.