

**Sample Interview and/or Self-Assessment Questions
Grouped by Career Competency**

Effective Communication:

- Tell me about a time that you had to present the same information to two different audiences. How did you tailor your message?
- How do you make sure that your audience has received and understood the message you are trying to convey?
- Tell me about your experience editing and writing documents.

Initiative:

- Give me an example of a time you took the initiative to proceed on a task or project without waiting for permission or direction.
- What types of motivating factors help you take initiative?
- Tell me about a time when you had to complete something without much guidance and how you did this.

Interpersonal Relationships:

- In a previous classroom or job experience, how did you maintain professional relationships with colleagues you didn't like personally?
- In a previous educational or job experience, tell me about a time you had to leverage relationships to benefit the organization and meet your department's goals?

Problem Solving:

- Tell me about a time when two or more people had conflicting ideas on the best way to solve a problem. How were the ideas evaluated and the issue resolved? What was your role in the issue and its' resolution?
- Tell me about a time when a solution to a project did not work. How was the solution revised, and what could have been done to prevent the issue?

Service Excellence:

- Tell me about a time you had to handle an unhappy client.
- Give an example of a time when you couldn't meet a customer's needs. How was this resolved?
- Tell me about a time that you exceeded a customer's expectations.