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.