

Sample Interviewing Questions

Questions You Might Want to Ask

- ❑ What skills and attributes are you seeking in the right candidate?
- ❑ What kinds of work will the person in this position be doing?
- ❑ How is performance measured?
- ❑ What type of training will be provided?
- ❑ Why is the position open?
- ❑ How would you describe the work environment?
- ❑ What is the greatest challenge facing the department?

Questions You May Be Asked

- ❑ What do you know about this position? About this department? About Northwestern?
- ❑ What interests you most about this position? Why do you want this position?
- ❑ In what way are you a good fit for this position?
- ❑ What area of this position would be most difficult?
- ❑ Why do you want to leave your current position?
- ❑ Walk me through your work experience and background.
- ❑ What did you like/dislike about each position?
- ❑ Tell me about your biggest accomplishments.
- ❑ Describe your overall responsibilities as
- ❑ What barriers were faced and overcome?

- How did you make a difference/add value in this position?
- Describe what would be a nightmare job for you.
- If you could create an ideal job, what responsibilities and working atmosphere would you like to have?
- What type of management style do you thrive under?
- What would you like me to know about you that we haven't discussed?
- What are your salary requirements?
- What questions do you have of me?

Specific Questions about past job performance and skills

- Tell me about your computer experience.

Ability to Learn

- What did you do in your last job to improve your skills and performance?
- Give me an example of a new task or responsibility you took on that you quickly learned in a recent job.
- Tell me about a time when you missed a deadline, or made an error. What was the impact, and what did you learn from the experience?

Attention to Detail

- Describe a time where you had difficulties in your job because of the level of detail that was required.
- Tell me about a time when the details of something you were doing were especially important. How did you attend to them?

Coachability

- Tell me about a time when you were given some difficult feedback by a coworker or supervisor? What did you do? How did you handle it?
- Describe a situation in which you found your results were not up to your supervisor's expectations. What happened? What action did you take?
- How have you differed from a manager in evaluating your performance? How did you handle the situation?

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Conflict Management

- Describe the most difficult conflict you've ever had to manage that was resolved.
- Tell me about a time when you worked with someone who you did not get along with or who was very different than you and things were not resolved?

Customer Focus

- Have you ever had to go the extra mile to satisfy a customer? What did you do?
- Think of a time when you had to handle unreasonable requests from a customer. What did you do?
- Tell me about a time when you handled a customer complaint ineffectively.
- Tell me about a time when you did your best to resolve a customer or client concern and the individual still was not satisfied. What did you do next?
- Tell me about a time when you had to tell a customer that you would not be able to assist him/her.

Efficiency/Multi-Tasking

- Describe a project or situation where you created order out of chaos.
- How do you prioritize projects and tasks when scheduling your time?
- Tell me about a project/position where you had to take direction for multiple colleagues.

Dependability/Responsibility

- Give me an example of a project or task that you were responsible for that was consistently completed and demonstrated good follow through.
- Give me some examples from a recent position where you demonstrated dependability. Specifically what did you do?

Flexibility/Adaptability

- Have you ever had to meet scheduled deadlines when your work was being disrupted? What caused you the most difficulty and why?
- Tell me about a person you have worked with who was quite different from you in work style, background, and culture. How did you adapt to this person?
- Tell me about a time you were asked to do work outside of your job description.
- Tell me about a situation in which you had to adjust quickly to changes over which you had no control. How did you handle it?

Independence

- Tell me about a time when you stood out from the crowd by taking a stand on an important issue.
- Tell me about a time when you made a difficult decision at work or handled a difficult decision when no one else was available to assist you.

Initiative

- Describe a slow time at your work and what you did to fill the down time.
- Describe a time you had the opportunity to take on additional responsibility.

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Oral communication

- Give me an example in a recent position where you were good at keeping others you worked with informed.
- Tell me about a time you used your spoken communication skills to get a point across.

Integrity

- Discuss a time when your integrity was challenged. How did you handle it?
- Give a specific example of a policy you conformed to with which you did not agree. Why?

Motivation

- Give me an example of the most significant professional goal you have met.
- Describe some times when you were not very satisfied or pleased with your performance. What did you do about it?
- What have you done in your present/previous job that goes beyond what was required?
- How have you motivated yourself to complete an assignment or task that you did not want to do?

People Skills

- Describe a project for which you were responsible which required a lot of interaction with people over a long period of time.
- Tell me about a time when you were able to build rapport with someone who didn't like you or who you didn't like.

Problem Solving

- Tell me about a situation where you recognized a problem before your manager or colleagues.
- Tell me about a time when you faced a problem that you were not expecting. What did you do?
- Tell me about a time when you missed an obvious solution to a problem.

Resourcefulness

- Describe a time when you had to obtain information by asking other people. How did you know who and what to ask?
- Tell me about a time when you had to use your resourcefulness to complete a task or solve a problem.

Sense of Humor

- Describe a situation in which your sense of humor relieved tension.
- Describe a situation in which your sense of humor created a problem.

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Stress Tolerance/Coping

- ❑ Can you work under pressure? Describe pressure situations that you feel you have handled well.
- ❑ Give me an example of a time you lost your temper. How did you handle the situation?

Teamwork

- ❑ Tell me about a time when you had to clean up a project because someone else dropped the ball. How did you handle it?
- ❑ Tell me about a specific accomplishment you achieved as a member of a team.
- ❑ What did you do in your last position to contribute toward an environment of teamwork?
- ❑ Tell me about a time when you put the needs of a group before your own when completing a task.

Written communication

- ❑ Give me an example of something you wrote for work that was effective in achieving a communication goal.
- ❑ Tell me about a time you had to write a difficult message. What was the situation? What did you write? What was the outcome?