

### Behavioral

- Based upon the job description, what knowledge or experiences do you believe would enable you to be successful in this position?
- Based upon the information you have received so far, what do you see as the major challenges of this position and how would you meet them?
- Describe a time when you completed a project or task, but later found out you did not complete it as requested. How did you respond, and what is your preferred way to receive feedback?
- It's the end of the workday and you are reflecting upon what occurred. Keeping in mind the tasks, individuals, or processes that required your attention, how would you measure the day as being successful? What about unsuccessful?
- This position requires collaboration with our team as well as other departments. Give at least one example of how you have worked well with others outside of your area to accomplish a shared or common goal.
- How do you handle conflict? Can you give us an example of how you handled conflict at work?
- Describe your contributions and needs as a member of a team.
- Think about the most successful team of which you were a member and describe why the team was successful.
- Suppose you are in a situation where deadlines and priorities change frequently and rapidly. How would you handle the changes?
- Tell me about a time when you were part of a great team. What was your part in making the team great?
- What strengths did you rely on in your last position to make you successful in your work?
- What is your definition of quality service? How do you see modeling your definition in the position of \_\_\_\_\_?

### Situational

- What do you do when your schedule is interrupted? How do you handle it?
- Please share your philosophy about customer service in an academic environment and give an example of service that would illustrate your views.
- Describe a time when you went above and beyond for a customer.
- Describe a situation in which you did "all the right things" and were still unsuccessful. What did you learn from the experience?
- Tell us about a time when you had to make some compromises to get a job done. What was the outcome?

### Motivational

- What attracted you to the position of \_\_\_\_\_?
- When at work, what activities or work processes energize you?
- Describe the ideal work environment and what you need to be successful on the job?

# University of Houston Clear Lake

## Human Resources

- What qualities or experiences make you the best candidate for this position?
- What would your coworkers or your supervisor say about you?
- Based upon your experiences, what traits do you value or need from your supervisor/coworkers?
- Please describe a personal or career goal that you have accomplished and why that was important to you.
- What do you see as the primary role of the \_\_\_\_\_ position?

## Management

- What methods do you use to make decisions? When do you find it most difficult to decide?
- Describe your management style – people, teamwork, and direction.
- What is your own management philosophy?
- A new policy is to be implemented university wide. You do not agree with the new policy. How do you discuss this policy with your staff?
- Discuss and differentiate between remediation, corrective action, and discipline.
- Why should employees seek to improve their knowledge and skill base? How would you motivate them to do so?
- Managing requires motivating employees as well as accomplishing tasks. Do you find it more natural to point out what's wrong so employees can accomplish tasks competently or to praise employees for their work and then point out what may need correcting?