
COMMUNICATION

- Have you ever had to convince your co-workers to accept an idea? How did you do it? What was the result?
- Describe a situation in which you needed to use different communication styles to influence stakeholders with differing perspectives.
- Tell me about a difficult or sensitive situation that required careful communication?
- We have all experienced situations where we know we had to speak up about an important issue. Give me an example of a time when you needed to be assertive to get your point across.
- Tell me about a time your communication skills were put to the test.
- Tell me about a situation where your communication skills made a difference to a situation.
- Describe a time when you had to win someone over, who was reluctant or unresponsive.
- How do you feel writing a report differs from preparing an oral presentation?

CUSTOMER SERVICE

- Describe the most rewarding experience you have had dealing with customers?
- In what ways do you interact differently with customers at hectic times? Give me an example when you have done this?
- We have all dealt with difficult customers. Describe a situation where a customer tested your patience. How did you react?
- In your previous position, how did you know if your internal/external customers were satisfied?
- Have you ever had to deal with irate customers? Give an example and explain how you reacted.

DECISION MAKING/CREATIVITY / PROBLEM SOLVING

- When was the last time you “broke the rules” (thought outside the box) and how did you do it?
- Describe two examples of effective workplace decisions you have made in the last six months.
- Describe a recent unpopular decision you made. What was the result?
- Describe a time when you were faced with a decision that had many options from which to choose. How did you determine which one to take?
- How do you prioritize your tasks?
- Give me an example of something you have done that was innovative.
- Tell me about a time when someone brought you a new idea, particularly one that was odd or unusual. What did you do?
- Describe an example of one of your ideas being strongly opposed in a management discussion. How did you react?
- In your last role, discuss the types of problems you were required to solve on a day-to-day basis.
- Describe a situation where you had to problem-solve a significant issue or situation.
- What is the most difficult decision you have had to make? How did you arrive at your decision?
- Describe some situations in which you worked under pressure to meet deadlines.
- Describe your approach to taking on a new task. What management style do you prefer when receiving a new task?
- Describe a situation where you had to make a difficult decision and explain it to other people.

TECHNICAL

- What is your level of experience with software used in your job? What resources do you use when faced with a PC problem?
- Tell me about the most detailed/challenging project you have done using MS Excel (or Word/PowerPoint/Access).
- Tell me about your relationship with your current end users?
- Tell me about the most difficult IT problem you ever faced and how you handled it. In retrospect, would you handle it the same way now?
- What precautions do you take before replacing a keyboard, hard drive, or network card?
- In which areas do you consider yourself to be a specialist, and how do you envision being able to utilize your experience within NCSU?
- Tell me about a time when it was necessary for you to communicate technical information, clearly, to an audience.

Give me an example of an assignment, which you have recently worked on, that involved the learning of a new technical development.

SUPERVISION / MANAGEMENT

- Think of a problem person that you have had to deal with in the past and explain how you handled them.
- What efforts on your part have contributed to the development of your subordinates? How do you judge the results of your efforts?
- How are you capitalizing on your management strengths in your current job? In what areas do you believe you need further management development? How did you identify these needs?
- Tell me about a new idea you have had. Explain how you got subordinates to accept this new idea.
- Think of a day when you had many things to do and describe how you organized your time.
- Tell me about a time when you had a miscommunication with a subordinate. How did you resolve it?
- What qualities should a successful manager possess?
- Describe the appropriate relationship between a supervisor and subordinates.
- What is your management style? How do you think your subordinates perceive you?
- As a manager, have you ever had to fire anyone? If so, what were the circumstances, and how did you handle it?
- Tell me about a situation where a project was returned for errors. How did you handle the situation? What effect did this have on you?
- Tell me about a managerial decision you made during the past two years that you would like to change.
- How do you motivate subordinates?

PLANNING AND ORGANIZATION

- Tell me how you determined your priorities in your last job.
- In your current role, how do you schedule your time on an unusually hectic day?
- How do you determine priorities when scheduling your time? Can you give a recent example?
- Describe a time when a project you were coordinating stalled. What happened? How did you get things back on track?
- Describe a time when you had several deadlines falling at the same time. How did you organize your time to get them all done?

STRATEGIC THINKING

- Describe a challenge or opportunity you identified based on your industry knowledge, and how you developed a strategy to respond to it.

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- Describe a time you created a strategy to achieve a longer-term business objective.

PREVIOUS EMPLOYMENT / FUTURE EMPLOYMENT

- Describe your present responsibilities.
- What previous job was most satisfying and why?
- What previous job was the most frustrating and why?
- In what kind of environment would you like to work?
- What kinds of responsibilities would you like to avoid in your next job?
- What are two or three examples of tasks that you do not particularly enjoy doing? Indicate how you remain motivated to complete those tasks.
- Tell me about a work situation that irritated you.
- If I call your references, what will they say about you?
- Tell me about a “significant accomplishment” in your work experience when you were positively recognized.
- What do you like most/least about your present job?
- What do you do at your present job that requires you to use organizational skills?
- If you could change things in your present job, what would you change and why?
- If you were the supervisor in your present job, what would you do differently and why?
- What were some of the things you particularly enjoyed when you were working for your previous employer?
- What were some of the things about your job that you found more difficult to do?
- What would your former supervisor say about you if we called him/her and described the position requirements?
- Why did you choose the career for which you are preparing?
- In what ways do you think you can make a contribution at NCSU?
- Why did you decide to seek a position with NCSU?

CHARACTER / INTEGRITY

- Discuss a time when your integrity was challenged. How did you handle it?
- Have you ever disagreed with policy/procedure? How did you handle it?
- Tell me about a time when you felt you were right but knew that your position would not be followed. How did you handle the situation?
- What has been the most difficult project you have ever had to complete?
- Tell me about a situation in which you had to go above and beyond the call of duty in order to get a job done.
- What motivates you to put forth your greatest effort?
- How do you determine or evaluate success?
- What would you do if someone asked you to do something unethical?
- Give me an example of a time you experienced a loss for doing what is right?
- If you saw a co-worker doing something dishonest, would you tell your boss? What would you do about it?
- Tell me about a time when you were under pressure to complete a task. Why were you under pressure and how did you deal with the situation?
- Tell me about a time when you had to do the same task over and over again. How did you deal with it?
- How would your present supervisor describe you?
- From your understanding of the job, what assets do you feel you would bring to the job?
- Give me an example of an accomplishment that has given you the most satisfaction. Why?
- Tell me about a stressful situation at work. What made it stressful to you and how did you handle the situation?

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PERSONALITY / TEMPERAMENT / ABILITY TO WORK WITH OTHERS

- Give me some examples that demonstrate your ability to adapt to a wide variety of people, situations, and environments.
- What type of people do you most enjoy working with?
- Describe a situation where you had to work with a difficult person. How was the person difficult and how did you handle it?
- Describe a time when your ability to use good judgement was important in a difficult work situation.
- Describe ways you found to make your current or previous job easier. More fulfilling?
- Give an example of when you had to resolve a conflict with a co-worker or client? How did you resolve it?
- Have you worked as a member of teams in the past? Describe the situation for me.
- Give me an example of how you have worked effectively with people to accomplish an important result.
- Tell me about a team project of which you are particularly proud.
- Tell me about some of the teams that you have had to get cooperation from. What did you do?
- Tell me about the best boss you ever had. Now tell me about the worst boss. What made it tough to work for him or her?
- Give me an example of when you have had to work under pressure. What was the circumstance and how did you deal with it to accomplish your goals?

GOALS

- In which areas do you feel you would like to develop?
- How do you track progress on projects for which you are responsible?
- Have you taken any steps in the past year to improve your skills or performance?
- What challenges are you looking for in a position?
- What motivates you most?
- What responsibilities do you want, and what kinds of results do you expect to achieve in your next job?
- Do you consider yourself a risk-taker? Describe a situation in which you had to take a risk.
- Give me an example of a time you made a sacrifice to improve yourself.
- Looking into the future, what changes and developments do you anticipate in your particular field?
- What are your long range and short-range goals and objectives? (Business/career related) When and why did you establish these goals? How are you preparing yourself to achieve them?
- What are the most important rewards you expect in your business career?
- What do you hope to gain from this job?
- How do you feel we can meet your career objectives?
- Why do you think you will be successful at NCSU?
- What will you be looking for in this job that you do not find in your present job?
- What do you see yourself doing five years from now?

EDUCATION

- What skills from your education and experience do you feel would help you in performing this job and why?
- Why did you select _____ course of study?
- How do you see your education contributing to your employment?
- How has your college experience prepared you for a business career?
- Describe your most rewarding college experience.
- If you could do so, how would you plan your academic study differently? Why?
- How would you describe the ideal job for you following graduation?

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PAST MISTAKES

- Tell me about an objective in your last job that you failed to meet and why.
- Give me an example of a time when you were criticized. How did you deal with it?
- Give me an example of a mistake you made. What did you learn from your mistake?
- Tell me about a situation where you abruptly had to change what you were doing.
- Tell me about a time when you had to work on a project that did not work out the way it should have. What did you do?
- If you had the opportunity to change anything in your career, what would you have done differently?

GENERAL

- Describe for me the most interesting thing you have done in the past three years (job related).
- How did the best manager you ever had motivate you to perform well? Why did that method work?
- What is the best thing a previous employer did that you wish everyone did?
- In considering joining NCSU, what are some of the factors that you took into account?
- Why should I hire you?
- What are two or three examples of tasks that you do not particularly enjoy doing? Indicate how you remain motivated to complete those tasks.
- Tell me about a “significant accomplishment” in your work experience when you were positively recognized.
- In what ways do you think you can make a contribution at NCSU?

CLOSING QUESTIONS

- What additional information do you think I should know about you?
 - Is there anything you would like to add before we end?
 - What questions do you have for us?
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