#### Trade Interview

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| **Date** |  |
| **Candidate** |  |
| **Interviewers** |  |

Interview Notes and Standard Questions

Sample Introductory Questions (choose any that have not been asked in the first screen)

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| **Tell me a little about your current role and responsibilities.** |
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| **What interests you about moving your career to (NAME OF COMPANY)?** |
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| **What would be important to you about the next place that you work?** |
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| **Where do you see yourself in 5 years time?** |
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Results Oriented (choose 1)

Can you tell me about a time when you have been under significant pressure, but you still met the deadline?

* What do you think you did that was crucial?
* What did you learn from the experience?

Can you tell me about a time when you were faced with a significant problem, and found a very effective solution?

* What did you learn?
* What if anything would you do differently next time?

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| **Results Oriented** |
| Maintains a strong focus on achieving results, driving tasks to completion |
| Evidence  Rating (1-5) |

Typically, the evidence should be rated as follows

* 1 = No evidence
* 2 = Poor or little evidence
* 3 = Some good evidence and some poor evidence, but overall ok
* 4 = Some very good evidence, little or no poor evidence
* 5 = Excellent evidence with no poor evidence

Communication (choose 1)

Can you give an example of a project you have worked on, where you had to relay vital and detailed information from a client to others?

* What made this challenging?
* What was crucial to consider?
* What was the outcome?

Can you tell me how you have had to adapt your style of communication to suit different types of customers?

* Can you give a specific example?
* How do you know if you have got it right?

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| **Communication** |
| Effectively informs, listens and influences |
| Evidence  Rating (1-5) |

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* 3 = Some good evidence and some poor evidence, but overall ok
* 4 = Some very good evidence, little or no poor evidence
* 5 = Excellent evidence with no poor evidence

Ownership and Decision Making (choose 1)

Can you tell me about a time when you had to let your employer down?

* What did you do?
* What was the outcome?
* Would you do anything differently if faced with the same situation again?

Can you think of the last time you had to make a difficult decision?

* What made it difficult?
* What did you decide to do and why?
* What was the outcome and would you make a different decision if faced with the same situation again?

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| **Ownership and Decision Making** |
| Takes ownership for solving problems effectively, and makes sound decisions |
| Evidence  Rating (1-5) |

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* 2 = Poor or little evidence
* 3 = Some good evidence and some poor evidence, but overall ok
* 4 = Some very good evidence, little or no poor evidence
* 5 = Excellent evidence with no poor evidence

Customer Focus (choose 1)

What has been the most challenging customer request that you have received?

* What made it particularly challenging?
* How did you deal with the situation?
* Would you do anything differently given the same situation again?

Tell me about a time when you have had to deal with a difficult customer?

* What did you do?
* What was the outcome?
* Would you handle it differently next time?

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| **Customer Focus** |
| Identifies and responds to customer needs, providing excellent customer focus |
| Evidence  Rating (1-5) |

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* 1 = No evidence
* 2 = Poor or little evidence
* 3 = Some good evidence and some poor evidence, but overall ok
* 4 = Some very good evidence, little or no poor evidence
* 5 = Excellent evidence with no poor evidence

Teamwork (choose 1)

Can you tell me about a time when you went out of your way to help the team?

* What did you do?
* What was the outcome?

Can you think of someone that you have worked with who you didn’t get along with very well?

* How did you manage to work with them?
* What did you do to try and improve the relationship?

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| **Teamwork** |
| Collaborates effectively with others, helping the team achieve their goals |
| Evidence  Rating (1-5) |

Typically, the evidence should be rated as follows

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* 2 = Poor or little evidence
* 3 = Some good evidence and some poor evidence, but overall ok
* 4 = Some very good evidence, little or no poor evidence
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#### Interview Report Form

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| **Candidate Name** |  |
| **Role Applied For** |  |
| **Interviewers** |  |
| **Salary Expectations** |  |
| **Date** |  |

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| --- | --- |
| **Competency** | **Rating** |
| Results Oriented |  |
| Communication |  |
| Ownership and Decision Making |  |
| Customer Focus |  |
| Teamwork |  |
| Total |  |

Additional Information:

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