

# FACE TO FACE INTERVIEW

DATE / /

NAME

INTERVIEWERS

## INTERVIEW NOTES AND STANDARD QUESTIONS

SAMPLE INTRODUCTORY QUESTIONS

(CHOOSE ANY THAT HAVE NOT BEEN ASKED IN THE FIRST SCREEN)

TELL ME A LITTLE ABOUT YOUR CURRENT ROLE AND RESPONSIBILITIES.

WHAT INTERESTS YOU ABOUT MOVING YOUR CAREER TO (NAME OF COMPANY)?

WHAT WOULD BE IMPORTANT TO YOU ABOUT THE NEXT PLACE THAT YOU WORK?



# FACE TO FACE INTERVIEW

## RESULTS ORIENTED (CHOOSE A OR B)

A. 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?

B. 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?

## RESULTS ORIENTED ANSWERS

MAINTAINS A STRONG FOCUS ON ACHIEVING RESULTS, DRIVING TASKS TO COMPLETION

**Rating (1-5) \_\_\_\_\_**

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



# FACE TO FACE INTERVIEW

## COMMUNICATION (CHOOSE A OR B)

A. 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?

B. 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?

## COMMUNICATION

EFFECTIVELY INFORMS LISTENS AND INFLUENCES

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# FACE TO FACE INTERVIEW

## OWNERSHIP AND DECISION MAKING (CHOOSE A OR B)

A. 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?

B. 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?

### OWNERSHIP AND DECISION MAKING

TAKES OWNERSHIP FOR SOLVING PROBLEMS EFFECTIVELY,  
AND MAKES SOUND DECISIONS

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# FACE TO FACE INTERVIEW

## CUSTOMER FOCUS (CHOOSE A OR B)

A. 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?

B. 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?

### CUSTOMER FOCUS

IDENTIFIES AND RESPOND TO CUSTOMER NEEDS,  
PROVIDING EXCELLENT CUSTOMER FOCUS

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# FACE TO FACE INTERVIEW

## TEAM WORK(CHOOSE A OR B)

A. 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?

B. 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?

### TEAM WORK

COLLABORATES EFFECTIVELY WITH OTHERS, HELPING THE TEAM  
ACHIEVE THEIR GOALS

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# INTERVIEW REPORT FORM

NAME

JOB TITLE

CURRENT COMPANY

LOCATION

TEL NUMBER

DATE

SALARY SOUGHT

## COMPETENCY

RESULTS ORIENTED

COMMUNICATION

OWNERSHIP AND DECISION MAKING

CUSTOMER FOCUS

TEAMWORK

**TOTAL**

## RATING


ADDITIONAL NOTES

