**General or Phone Interview Questions**

1. Tell me a little bit about yourself?
2. What do you know about our organization or why do you want to work for our organization?
3. What do you know about the position or why do you think you’re a good fit for the role?
4. Tell me about your strengths and weaknesses?
5. Where do you see yourself five years from now?
6. What are your short term and long-term goals?
7. Tell me about your current or most recent job?
8. When are you graduating?
9. Why are you leaving your current job or why did you leave your previous job?
10. When are you available to start?
11. Are you interviewing with other companies?
12. Are you willing to relocate?
13. What are your salary expectations?
14. Do you have any questions for me?

**Behavioral or Situational Questions**

Teamwork

1. Tell me about an instance when you worked with someone whose personality was different from yours?
2. Give me an example of a time you had a conflict with a teammate. How did you handle the situation?
3. Describe a period when you struggled to build a relationship with someone important. Were you able to overcome that?
4. Tell me about a moment in which you wish you had handled a situation differently with a coworker?
5. Tell me about an occasion where you had to obtain information from someone who wasn’t very responsive. What did you do?

Customer Service

1. Describe an occasion when it was vital to make a good impression on a customer. How did you do it?
2. Give me an example of a time when you did not meet client’s expectations. What happened thereafter, and were you able to resolve the situation?
3. Tell me about an instance when you made certain to please a customer with your service?
4. Describe a period when you interacted with a difficult client. What was the situation, and how did you handle it?
5. When working with multiple customers, it’s challenging to deliver exceptional service to all. How do you go about prioritizing the needs of your customers?

Adaptability/Flexibility

1. Tell me about an instance you were under immense pressure. What was going on, and how did you get through it?
2. Describe a period when your team or the company was undergoing some change. How did the change affected you, and what did you do to adjust to it?
3. Tell me about the first job you’ve ever had. What did you do to learn the ins and outs?
4. Give me an example of a moment when you had to improvise to carefully disengage yourself from a problematic or awkward situation?
5. Tell me about a time you failed in completing a task or project. How did you deal with the situation? What could you have done differently to avoid the failure?

Time Management

1. Tell me about an occasion where you had to be very tactical in order to meet all your top priorities?
2. Describe a long-term project that you administered. How did you keep everything moving along in a timely manner?
3. Tell me about a period when your assignments got overwhelming. What did you do to overcome it?
4. Tell me about an instance when you set an objective for yourself. How did you ensure that you would meet your objective within the intended deadline?
5. Give me an example of a time you had numerous responsibilities. How did you manage it?

Communication

1. Tell me about an instance when you were able to convince someone to see things your way at work?
2. Describe a period when you had to convey something technical to your team. What did you do to make sure everyone was able to understand you?
3. Tell me about an occasion when you relied on written communication to share your ideas with the team?
4. Give me an example of a time when you had to explain something complex to an annoyed client. How did you handle this situation?
5. Tell me about a successful presentation you gave and why you think it was a success?

Self-Motivation

1. Tell me about your rewarding professional accomplishment?
2. Describe a period when you observed some issues and took the initiative to fix it rather than waiting for someone else to do it?
3. Tell me about a time when you worked either under strict supervision or extremely relaxed supervision. How did you handle that?
4. Give me an example when you were creative with your work. What was enthusing or arduous about it?
5. Tell me about an occasion when you were discontented with work. What did you do to make it better?

Problem-Solving

1. Give an example of a time when you used logic to solve a problem?
2. How do you manage challenges at the workplace?
3. Did you ever make a risky choice? What was the reason? How did you handle the outcome?
4. Give me an example of a goal you attained and how did you accomplish it?
5. Given me an example of a target you didn’t meet and how you handled it?

Stress

1. Describe a stressful situation at work and how did you handle it?
2. How do you work effectively under pressure?
3. Describe a decision you made that was unpopular and how did you carry it out?
4. What do you do when your schedule is disrupted? How do you control it?
5. Have you handled a difficult situation with a supervisor? How did you resolve it?

Leadership

1. Tell me about an instance when you exhibited leadership ability?
2. Tell me about an occasion where you took lead on a tough project?
3. Give me an example of a time when you delegated tasks to your team effectively?
4. Describe an instance when you led by example?
5. Who have you coached or mentored to help the person achieve success?

Conflict

1. Tell me about a team project in which you had to work with a difficult person?
2. Tell me about an instance where you had a conflict at work? How did you resolve it?
3. Give me an example of a time when you had to respond to a displeased colleague?
4. Have you handled a difficult situation with another department? How did you manage it?
5. Tell me about a period when you disagreed with a regulation or methodology?

Work Ethic

1. Tell me about a time that you went above and beyond the to get things done?
2. What was the hardest task or project you performed?
3. Describe an occasion when you had to overcome a major obstacle during a significant project?
4. Tell me about an instance when you had to run multiple critical projects?
5. What is your proudest achievement?

Diversity

1. Have you worked with people from diverse cultural backgrounds? What did you learn from them?
2. Describe a situation that required you to consider a different outlook when exploring a topic?
3. What experiences have you had with employing, training, and/or supervising a diverse workforce?
4. Tell me about an instance where you had to take someone’s cultural perspective into account while negotiating with them?
5. Describe an occasion when you found it hard to work with someone from a different background?

Data Analysis

1. Can you describe a project that validated your analytical skills?
2. Can you tell me about a time when you had to analyze the available information? Why were you analyzing the information? What process did you use to analyze it?
3. What are some of the tools or software you have utilized to collect, organize, and analyze information?
4. Can you talk about an occasion where you used your analytical skills to find the problem? How did you discover the problem? What did you do after you determined the issue?
5. Can you tell me about an instance when you used your data skills to find a resolution to a problem?

Decision Making

1. What steps do you take before making a decision?
2. Can you talk about an instance where you had to decide with partial information? How did you determine what would be the best decision?
3. Can you tell me about a time when you had to make an instantaneous decision? What was the outcome?
4. What’s the toughest decision you’ve made at work? How did you come up with this decision?
5. Can you talk about a decision that had a positive or negative impact on your co-workers? Why did you make this decision?

Initiative

1. Can you describe a time when you saw a crisis at work and created a solution for it?
2. Can you tell me about a period where you tried to change things at work?
3. Can you talk about a project that you initiated? What did you do? What were the outcomes?
4. Can you tell me about a practice that was implemented as a result of your work?
5. Can you tell me about a time when you were available at work and sought for additional or separate work? What steps did you take?

Goals

1. Can you describe the method you use to set professional goals?
2. Can you talk about a career goal you established? Did you reach it? What hurdles did you confront?
3. Can you tell me about a goal that you set but didn’t attain? Why didn’t you reach it? How did you feel?
4. What are your current short and long-term goals?
5. What goals did you set for your current or previous team? How did you keep people on track to accomplish the goals?

Interpersonal

1. Can you describe an occasion where you had a disagreement with someone at work? What did you do?
2. Can you describe a period where you dealt with a coworker you didn’t like?
3. Can you tell me how you correspond with someone who doesn’t like you?
4. How do you maintain good professional relations with your co-workers? What skills do you use?
5. What is your strategy for retaining clients and preserving long-term relationships with them?

Innovation

1. Tell me about a problem you solved in a unique manner? What was the result?
2. Can you describe a project where no traditional approaches worked? What did you do instead?
3. Can you talk about an occasion where you presented a creative idea to your co-workers?
4. Tell me about an instance when your creative idea received challenge from your co-workers? How did you react? How did you feel?
5. Tell me about a time when your creative idea failed? What would you have done differently?

Integrity

1. Can you describe a time when your coworker or customer questioned your honesty? What did you do?
2. Can you tell me about an instance when you followed a regulation that you didn’t agree with? Why did you comply? How did you feel?
3. Can you talk about an occasion where it was difficult to be truthful?
4. Have you been in a situation where you thought it was better to be dishonest? Why? What did you do?
5. Can you tell me about an instance when you found out that a co-worker was doing something unethical? What did you do?

**Questions to Ask Interviewers**

1. What is the thing you enjoy the most while working for your company?
2. What do you expect someone in this position to accomplish in the first 6 weeks?
3. What are the different opportunities for growth and advancement in the company?
4. Are there prospects for professional development in the company?
5. Can you tell me a little bit more about the team I would be working with?
6. What types of volunteering or community service do we get to undertake through your organization?
7. What are some of the challenges you expect the person in this role to face?
8. How would you describe the work culture in your company?
9. What type of personalities tend to really thrive here, and what types don’t do as well?
10. What are the next steps in this process?