The form below is intended to be used as a guide and can be modified to meet your particular needs. Develop and use a consistent set of interview questions to address every interviewee, whether the candidate is an internal employee or an external applicant. Ensure only appropriate questions and conversations are held during interviews, and that prohibited topics are not discussed. Create a welcoming environment for candidate, and use the interview as an opportunity to convey positive and accurate information about the position, the department, and LCSC. Allow time for candidate to ask questions.

* Write down a list of questions that directly relate to the job responsibilities.
* Ask behavioral questions. “Tell me about a time when you…” Please see below.
* Review the candidate’s resume before the interview.
* Outline the interview structure for the candidate. First, give a brief description of the company, and then outline the job duties.
* Don’t talk too much during the interview process. Keep all your questions job-related.
* Whether it’s by email or phone, follow up.

**SAMPLE INTERVIEW QUESTIONS**

**Candidate’s Name**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Date**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Tell us a little about yourself.
2. How did you hear about this position?
3. What do you know about LCSC?
4. Why do you want this job?
5. Why should we hire you?
6. What are your greatest professional strengths?
7. What do you consider to be your weaknesses?
8. What is your greatest professional achievement?
9. Tell me about a challenge or conflict you’ve faced at work, and how you dealt with it.
10. What are your long term goals? What would you like to be doing five years from now?
11. What was your favorite and why did you like it?
12. What are you looking for in a new position?
13. What type of work environment do you prefer?
14. What’s your management style?
15. What’s a time you exercised leadership?
16. What’s a time you disagreed with a decision that was made at work?
17. How would your boss and co-workers describe you?
18. How do you deal with pressure or stressful situations?
19. What would your first 30, 60, or 90 days look like in this role?
20. Do you have any questions for us?

**Behavioral Questions**

**Customer Service Skills**

* Give me a specific example of a time when you had to address an angry customer/student. What was the problem and what was the outcome? How did you contribute to diffusing the situation.
* Tell me about a time when you made a lasting, positive impression on a customer/student.
* Tell me about a time when you went “above and beyond” for a customer or student.

**Interpersonal Communication Skills**

* Tell me about a time when you voiced a concern or disagreement to a co-worker or a supervisor. Where did the disagreement originate? What did you say to the other person? What was his/her reaction? What was the outcome of the disagreement?
* Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?

**Leadership/Management Skills**

* Describe a time when you had to resolve conflicts that arose from managing a team or multi-program department. What did you do –what did you learn?
* Describe how you foster a highly motivated and productive work environment especially during times of change.
* What experience have you had implementing reorganizations or change in an organization? How did you do this –what were the challenges and regrets?

**Project Management Experience**

* Think of a project you participated in over the last year. Tell me exactly what your role was and what you did. What problems or issues were there and how did you handle them?
* Please provide an example of a situation where it was not clear how a project should be handled and you figured it out on your own. What specific actions did you take to assess the situation? What specifically did you do to begin implementation? What was the result?

**Technical Knowledge**

* What computer applications are you most familiar with? Can you give an example of how you’ve used these applications in your last job?
* Think of a time when you were asked to utilize brand-new software with minimal training. How did you handle the situation?

**Interview completed by**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_