

Office of Human Resources

INNOVATION:

- a. Tell us about a time when you improved an existing process or procedure. What challenges did you face? How did you overcome those challenges?
- b. Tell us about a time when you had to deliver reports, memos or general correspondence. How did you ensure that your communications were clear and effective?
- c. Describe a time when you took an innovative approach to solving a problem.
- d. Describe a situation in which you embraced a new system, process, technology, or idea at work that was a major departure from the old way of doing things. What happened? What did you do?
- e. Describe a time when you thought of a better way to do something at work. What did you do?
- f. What is your process for coming up with solutions and ideas?
- g. What resources do you refer to when you need inspiration for new innovations?
- h. What do you do to improve your creativity, innovation, and problem-solving skills?

COMMUNICATION, INCLUDING DIFFICULT CONVERSATIONS:

- a. Share an example of a time when you faced a conflict with someone you were working with. What did you do to address it?
- b. Tell us about a time when your communication style failed. What happened? What did you learn and would you do differently?
- c. Tell us about a tough conversation you have had to have with a team member?
- d. What would be your reaction to unclear instructions from a manager?
- e. Describe a time when you voiced your opinion, despite discomfort or the potential for negative repercussions. What specifically happened and what was the outcome? What did you learn from that experience?
- f. Describe a time when you have to communicate complex, technical information to a person that was unfamiliar with the content. How did you ensure that the person could understand what you were saying? What was the outcome?

LEADERSHIP:

- a. Tell us about a time when you effectively led your team/department/division to achieve a goal. What did you do?
- b. Tell us about a time when you had to coach others for success. What did you do? What were the results?
- c. Tell us about a time when you had to modify or adapt your approach to leadership. Why did you need to change your leadership style? What did you learn?
- d. Describe a work situation when you had to make a decision and were uncertain about the outcome. What did you do?

- e. Describe how you would delegate responsibility in your current job and provide a specific example of a situation where you delegated to another person.
- f. Describe a situation when you tried to obtain the opinion of others before sharing your opinion. What did you do? What was the outcome?
- g. What is your leadership style?
- h. How do you motivate an under-performing team member?

PROBLEM SOLVING:

- a. Please describe the most complex project or assignment you have had. What made it complex? What was your role? What was the outcome?
- b. Tell us about a time when you were asked to do something you had never done before. What was it? How did things turn out?
- c. Solving problems requires more than good plans; it means acting. Give us an example of a time when you were able to take meaningful action to resolve a problem. Please describe what role you, individually, had in this resolution.
- d. Tell us about a time when things didn't go as planned on a project or assignment. What happened? How did you handle it?
- e. Tell us about a time when you had to cope with strict deadlines or time demands. Describe what steps you took and what the outcome was.

TEAMWORK AND COLLABORATION:

- a. Please describe a situation when you helped your team to resolve conflict within the team. What did you do? In what ways were you helpful to the team?
- b. Tell us about a time you exercised leadership.
- c. Please describe a situation where you were leading a newly forming team. What did you do to ensure that the team would be successful? Looking back, what, if anything, would you do differently?
- d. What are some approaches you take when collaborating with others?
- e. How do you ensure effective team communication?
- f. Describe a situation when you were a member of a team that achieved a major accomplishment. What was the accomplishment? How did you help the team to be successful?
- g. Tell us about a time you had a positive impact on your team/department. What was your primary goal and why? How did your teammates/colleagues respond?
- h. Describe a situation where you had to reconcile different views or perspectives in order for the team to be successful. What did you do? What was the outcome?

CUSTOMER SERVICE:

- a. Tell us about a time you went "above and beyond" what was expected of you. What did you do? What was the outcome?
- b. Tell us about a time you provided good customer service. What makes you most proud about that experience.
- c. Tell us about a time it was difficult for you to provide good customer service. What happened? Looking back, what would you do differently? What did you learn?
- d. Please describe a time when you made a mistake in responding to a request? What happened? How did you correct the error? What did you learn?

- e. Tell us about a situation where you handled a complaint. What did you do? What was the outcome?
- f. In your past work, have you ever received negative feedback? What did you do with that feedback?
- g. Describe a time when you felt irritated or frustrated by someone. What did you do? What was the outcome?

DIVERSITY:

- a. Please describe why you want to work at Rhode Island College.
- b. Describe a situation where you had to reconcile different views or perspectives in order for the team to be successful. What did you do? What was the outcome?
- c. Describe a situation when you had to receive diverse opinions in order to resolve an issue. What did you do? What was the outcome?
- d. What is your approach to understanding the perspectives of colleagues from different backgrounds?
- e. What experiences have you had with training and or supervising a diverse workforce?