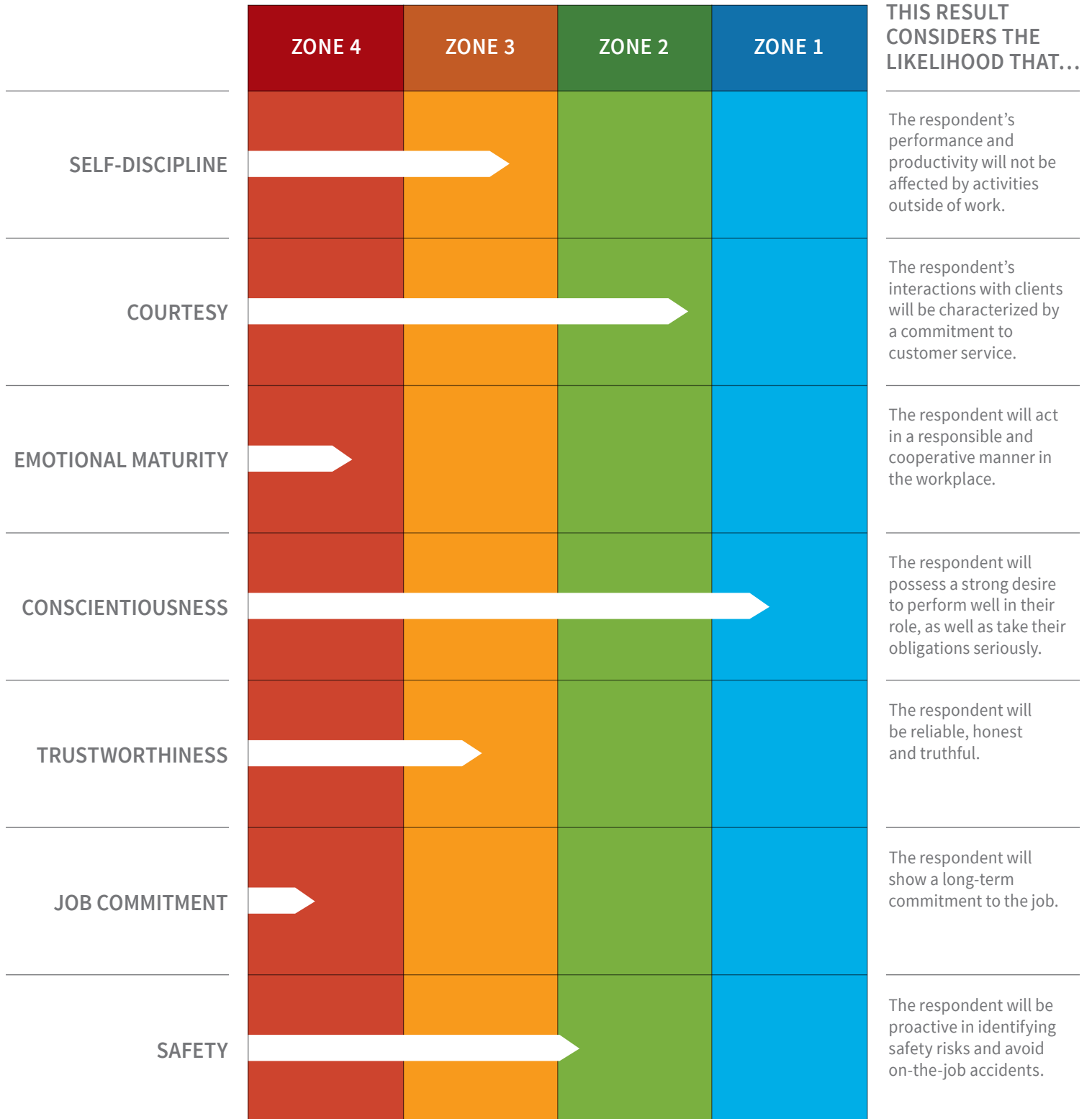


RELIABILITY

← LOWER ——— • ——— HIGHER →



Interview Questions

SELF-DISCIPLINE

- ▶ Give an example of a time when you were overwhelmed at work. How did you handle this situation?
- ▶ What has been the greatest challenge you've faced in your professional life? What measures did you take (or are you taking) to resolve the issue?
- ▶ What is a common challenge in your current/recent role? How do/did you handle them?



COURTESY

- ▶ Give an example of a time when you had to interact with a difficult customer. What did you do to help that customer and resolve their issue?
- ▶ Give an example of a time where you went above and beyond to help a customer or co-worker.
- ▶ Give an example of a time where you could not fulfill a commitment to a customer or co-worker. How did you inform them that you could not meet the agreed upon expectations? How did they react?

EMOTIONAL MATURITY

- ▶ Give an example of a time when things did not go as planned. How did you handle this situation?
- ▶ Give an example of a time when you were criticized for your performance. How did you handle the feedback? How did you implement it into your approach to your role?
- ▶ Give an example of a time where you had to admit a mistake to your coworkers. How did you present it to them? What did you say? How did they react?



CONSCIENTIOUSNESS

- ▶ Give an example of a time where you had to complete two (or more) competing tasks. How did you prioritize your tasks?
- ▶ Give an example of a time where you took an unpopular stand that you felt would benefit the organization. How did you raise the issue? How did others react?
- ▶ Give an example of a time where the workday would end before you were able to finish your task. How did you set yourself up to finish the task?

TRUSTWORTHINESS

- ▶ Have you ever experienced a situation where you were honest about an incident, despite any potential consequence? What was this situation and what was the end result? Why did you feel the need to be honest, despite the potential risk?
- ▶ What would you do if you were given credit for something that someone else did?
- ▶ Give an example of a time where you felt that you had to gain the trust of another. How did you approach establishing a trusting relationship?



JOB COMMITMENT

- ▶ What was the most interesting job that you've had so far? What made the position engaging?
- ▶ What personal growth are you looking to accomplish in this position?
- ▶ (If applicable) Why are you interested in changing jobs at this time? How could your current role be improved?



SAFETY

- ▶ Give an example of a time that you identified a safety concern in your workplace. What did you do about it?
- ▶ Have you ever had a circumstance where you felt pressured to ignore procedure due to other factors (e.g. tight timelines)? How did you handle this situation?
- ▶ Give an example of a safety procedure or regulation at your current/recent employer that could be improved. Why could it be improved and how would you improve it?