

HOW TO DEVELOP AN INTERVIEW TEMPLATE

1. List the key technical and “emotional intelligence” competencies critical to being successful in the position.
2. Design questions, which ask for specific examples of situations where the person has demonstrated the competency.
3. Note the specific response and strength of the example.

Example

<u>Competence*</u>	<u>Question</u>	<u>Response/Rating</u>
Ability to respond to deadline pressure	Describe a time you made an extraordinary effort to meet a deadline? What did you do and what were the results?	
Service Orientation	Give me an example when you were working with a customer who was unhappy with the service they were receiving from you. What did you do and what were the results?	
Initiative	What was the most difficult task you’ve had to learn? How did you learn it and what was the result?	
Results Oriented	Describe a time you were involved in Developing a new program or service. What specific steps did you take to contribute to a successful implementation?	
Stress Tolerance	Tell me about a situation in which you were rejected? How did you handle the outcome?	

** Technical competencies should come from position description*