

## Behavioral Interview Questions for myPerformance Success Factors

### Union Eligible

#### Accountability

- Tell me about a time you didn't understand what your supervisor needed from you. How did you proceed?
- Describe a situation in which you made a mistake. How did you handle it?
- Describe a time when you weren't able to finish a task before the deadline. What did you do?

#### Collaboration

- Let's say a coworker asked you for help with a task. How would you handle the request?
- Give me an example of a good relationship you had with a coworker. What was your role in making that relationship effective?
- Let's say it's your first day at a new job. How would you demonstrate that you are a good team player?

#### Communication

- Recall a time when you had to communicate with another person. How did you confirm that what you were trying to communicate was understood?
- Have you ever held a position that required you to document your work or progress? What steps or actions did you take to effectively complete this requirement?
- Describe a situation when you felt you had not communicated well. How did you correct the situation?

#### Customer Focus

- Tell me about a time when you were actively listening to your customer's needs and how it benefited you.
- When you are performing assigned tasks, how do you ensure that your work is completed correctly?
- Provide an example of when your idea of how to accomplish something differed from that of a supervisor or manager. How did you handle the situation?

#### Diversity & Inclusion

- Give me a specific example of how you have helped create an environment where differences are valued, encouraged and supported.
- Describe to me a time that required you to modify your behavior or your environment to help accommodate people from other backgrounds.
- Tell me about a time that you have demonstrated positive and respectful attitudes toward a different identity group.

#### Judgment

- Tell me about a time when you had to collect information in order to make an important decision. How did you go about it?
- Describe a time when you had to tell your supervisor about a problem. How did you handle it?
- Describe a decision that you had to make at work. How did you organize the information you needed?

#### Time Management

- Tell me about a time that you had two important assignments due at the same time. How did you handle it?
- Give an example of a time when there was a heavy workload and you had to set priorities in order to complete the duties in a timely fashion.
- We all have our own routines (ways) of completing things. If your supervisor suggested a new, more efficient way to complete a project, how would you go about adapting to it?

## Behavioral Interview Questions for myPerformance Success Factors

### Support Task Expert

#### Accountability

- Give an example of a time when you took ownership of a situation. What was the result?
- Describe a situation in which you made a mistake. How did you handle it?
- Tell me about a time when you weren't able to finish a task before the deadline. What did you do?

#### Collaboration

- There are times when people need extra help. Give an example of when you were able to provide that support to a person with whom you worked.
- Give me an example of a time when you were unsure of your role on a team. What did you do?
- Describe a time that you worked cooperatively with your colleagues when working toward a common goal.

#### Communication

- Provide an example of a time you communicated clearly with someone else. How did you know they understood?
- Give me an example of a time you chose to call someone over sending them an email. Why was that the best way of communicating your message?
- Tell me about a time when you demonstrated you understood someone else's message. What did you do?

#### Customer Focus

- Tell me about a time a customer was satisfied with your work. How did you make sure you got them what they needed?
- Describe a situation when you went out of your way to solve a customer problem.
- Describe a time when you dealt with an upset customer. What did you do?

#### Diversity & Inclusion

- Tell me about a time when you had to understand someone's perspective that was different from your own. How did you handle it?
- Give an example of how you contribute to a respectful environment.
- Describe a time when you worked for managers who were very different from you. How did you ensure that they received the support they needed?

#### Judgment

- Describe a decision that you had to make at work. How did you collect and organize the information you needed?
- Tell me about a time when you escalated a decision to another person. Why was escalation appropriate in that situation?
- Describe a time when you considered both the short and long term impacts of a decision. What was the result?

#### Time Management

- Give an example of a time when you had a heavy workload. How did you set priorities in order to complete the duties in a timely fashion?
- Describe a time when your priorities shifted rapidly. How did you handle it?
- Tell me about a time that you had two important assignments due at the same time. How did you decide which one to work on?

## Behavioral Interview Questions for myPerformance Success Factors

### Subject Matter Professional

#### Accountability

- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Describe a situation in which you made a mistake. How did you handle it?
- Give an example of a time when you took ownership of a situation. What was the result?

#### Collaboration

- Tell me about a time when you successfully encouraged participation in a meeting. How did you do it?
- Give an example of a time that it was difficult to build a relationship with a coworker. What did you do and how did it turn out?
- Describe a situation when you had to build consensus around a decision. What was the result?

#### Communication

- Give me an example of a time when you communicated clearly and concisely with someone. How did you communicate with that person and how did you know what you were communicating was clear?
- Provide an example of a time that you had to modify how you delivered a message based on who you were talking to.
- Describe a time when your active listening skills benefited you. What was the situation?

#### Customer Focus

- Describe a time when you felt it was necessary to modify or change your actions in order to respond to the needs of another person. What did you do?
- Give me an example of when you modeled positive service behavior. What was the situation and the impact?
- Provide an example of how you evaluated a customer's experience to ensure that you were effective.

#### Diversity & Inclusion

- Tell me about a time when you had to understand someone's perspective that was different from your own. How did you handle it?
- Give an example of how you contribute to a respectful environment.
- Describe a time when you integrated diverse perspectives into a decision or project. What was the result?

#### Judgment

- Describe a time when you had a complex decision to make. How did you go about making that decision?
- Describe an instance when you identified an improvement to an existing process. What was the result?
- Tell me about a time when you made a decision that affected others. How did you evaluate the short and long term effects of that decision?

#### Time Management

- Give an example of a time when you had a heavy workload and you had to set priorities in order to complete the duties in a timely fashion. What was the result?
- Provide an example of when you encountered an obstacle to a goal. What did you do?
- Tell me about a time when you were particularly effective with prioritizing tasks and completing a project on schedule.

## Behavioral Interview Questions for myPerformance Success Factors

### Management

#### Accountability

- Tell me about a time when you delegated a project or task to a direct report and it didn't go well. What happened and how did you handle it?
- Provide an example of when you clearly communicated your expectations to an employee. What was the result?
- Give me an example of how you stay up to date on your employees' goals, including changes, delays and/or risks.

#### Collaboration

- Give an example of a time when you participated or led in a cross-functional/departmental team. What was your role on the team and what was the result?
- Explain an instance when you failed to keep someone up to date. How did you handle it?
- Describe a time when you successfully integrated multiple viewpoints into a project.

#### Communication

- Give me an example of a time when you communicated clearly and concisely with someone. How did you communicate with that person and how did you know what you were communicating was clear?
- Provide an example of a time when you had to adjust your communication style in order to be successful. What did you do?
- Describe a time when your active listening skills benefitted you. What was the situation?

#### Customer Focus

- Tell me about a time when you anticipated a customer's needs. What was the situation?
- Provide an example of a time when you built a positive relationship with a customer. How did you go about doing that?
- Give me an example of how you evaluated a customer's experience to ensure that you were effective.

#### Diversity & Inclusion

- Provide an example of a time when you served as a positive role model for diversity and inclusion. What was the situation?
- Describe a time when you integrated diverse perspectives into a decision or project. What was the result?
- Give an example of a departmental policy, practice and/or process that you examined to ensure it was inclusive. What did you examine and what was the result?

#### Judgment

- Describe a situation in which you identified and considered the pros and cons of a situation when you had to make a decision. What was the result?
- Tell me about a time when you made a decision that affected others. How did you evaluate the short and long term effects of that decision?
- Provide an example of when you had to consider the broader impact of a decision. How did you go about doing that and what was the result?

#### Time Management

- Provide an example of a time when you overestimated a direct report's capacity. How did you handle the situation?
- Tell me about a time when a project deadline was approaching. How were you able to manage your team to complete the task within the established timeframes?
- Give an example of a time when you helped your team adjust to changing priorities.

## Behavioral Interview Questions for myPerformance Success Factors

### Leadership

#### Accountability

- Tell me about a time when you gave more decision making authority to a direct report. What was the result?
- Provide an example of a time when you were able to motivate an employee to achieve a goal. How did you do it?
- Describe a time when you worked with another department leader to identify goals and objectives.

#### Collaboration

- Tell me about a time when communication between departments or functions was effective. What was your role?
- Describe a situation when you were able to build consensus during a cross-departmental or functional team.
- Provide an example of a time when you encouraged your team to build relationships across departments or functions. What was the result?

#### Communication

- Give me an example of a time when you were able to influence the way others acted. What was the result?
- Tell me about a time when you had to adjust your communication style in order to be successful. What did you do?
- Describe a time when you were able to effectively incorporate stakeholders' input into a project. What was the result?

#### Customer Focus

- Tell me about a time when you identified an opportunity to improve customer service. What did you do and what was the result?
- Describe a past experience where effective customer service was an integral part of the organizational culture. What was your role in cultivating that culture?
- Provide an example of when you leveraged another team or department's services to enhance customer service on your own team. What was the result?

#### Diversity & Inclusion

- Provide an example of a time when you served as a positive role model for diversity and inclusion. What was the situation?
- Describe a time when you integrated diverse perspectives into a decision or project. What was the result?
- Give an example of a departmental policy, practice and/or process that you examined to ensure it was inclusive. What did you examine and what was the result?

#### Judgment

- Describe a situation in which you had to make a decision with ambiguous information and limited time. What was the result?
- Tell me about a time when you made a decision that affected others. How did you evaluate the short and long term effects of that decision?
- Provide an example of when you had to consider the broader impact of a decision. How did you go about doing that and what was the result?

#### Time Management

- Tell me about a time when your team or department was over capacity. How did you remedy the situation?
- Describe a situation where several project deadlines were approaching. How were you able to manage your team to complete the tasks within the established timeframes?
- Give an example of a time when you helped your team adjust to changing priorities.