

Figure 4: Example of Hiring and Selection Interview Questions in Tool

Customer Focus

Responds to internal and external customer's needs in a manner that provides added value and generates significant satisfaction.

Overall Rating:

(N, 1-5)

Planned Behavioral Questions:

- Tell me about a time when you assessed the needs of another person or group, such as customers. (What did you do?)
- Describe a situation in which you were involved when a product or service did not match someone's needs. (What was the outcome?)
- Working closely with others to adapt project, products and services to their requirements is very important for success in today's business climate. When have you had to collaborate closely with someone to tailor or customize your approach? (What was the situation?)
- Describe a situation when your level of knowledge or expertise about a particular product or service was key to helping someone, (e.g., partner, customer)
- Tell me about a situation when you had to prioritize the needs of a particular person or group.
- Tell me about a circumstance in which you had to repair a damaged relationship with someone. (What did you do?)
- When have you been involved in a situation that made someone feel very satisfied? (What did you do?)
- Surfacing perceptions is often critical for success. Tell me about a situation in which you probed to find out about a person or group's issues and concerns.
- Describe a circumstance in which you developed a close, trusting relationship with someone in order to get something done. (What was the situation? What did you do?)

Behaviors:

- . Demonstrates a sense of urgency when responding to market/customer needs.

Ensures that customer requirements are incorporated into day-to-day tasks and activities.

- . Develops strategies/tactics to anticipate and respond to customer's key needs (internal and external).

Situation/Task
(enter description of situation and related tasks below)

Actions Observed
(enter specific observable behaviors related to situation below)

Results or Impact
(outline key outcomes related to actions below)