

GENWHY SOFT-SKILL INTERVIEW QUESTIONS



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ABILITY 1: ABILITY TO SACRIFICE/SELFLESSNESS

1. Tell me about something you did recently to help another person and expected nothing in return.
2. Sometimes in projects the people who did all the work don't get proper credit. Can you tell me about a time you experienced this?
3. Tell me about a time you felt you were treated unfairly.
4. Tell me about a situation where you had to sacrifice what you wanted to do/ needed to do for the best interest of your team.
5. Who would you say is the most helpful person you know and what do they do that you consider helpful?
6. Tell me about a time you saw something needed to be completed and you jumped in to do it without anyone asking you to.
7. What would you say is easiest for you to sacrifice on the job from easiest to hardest. Time, Money, Quality, Energy. And why?
8. Tell me about a time you helped another person get ahead in life.
9. When was a time you had to acknowledge you were in the wrong and how did you go about that?
10. Who is the best leader you know and why do you consider them to be good?

ABILITY 2: ABILITY TO WORK AS A TEAM

1. Tell me three characteristics the "worst boss ever" would display?
2. In projects what role do you typically fall into? Leader, Information Organizer, Relationship Manager, Fun-Maker, Task-Master, Quiet Achiever... etc?
3. When you think about your friend group, who makes most of the decisions and how do you feel about that?
4. Tell me about a time when you thought you were part of a high-functioning team. What did they do that was different than other teams?
5. When you are placed into a leadership role what are the first three tasks you try to get accomplished and why do you think those are important?
6. Everyone has had at least one team member they are having a hard time motivating to accomplish their tasks and/or meet deadlines. What strategies have you seen work that best motivates those around you?
7. Define humility and how you think that shows up in a good team member?
8. Let's assume there is a meeting where you are, by far, the youngest employee in the room. How would you feel about that, and what would you do to establish credibility with your older cohorts?
9. What was the last time you were on a "winning" team and what did that team do that was different than the "losing" teams you were a member of?
10. If there is a high level of personal conflict between other members of your team how are you most likely to react? (For example: try to resolve the conflict, mediate discussion, ignore it and move on, begin avoiding meetings, tune it out and work on other things, look for another job, etc?)

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ABILITY 3: ABILITY TO RESOLVE CONFLICT

1. Tell me about a time when your friends or co-workers had a conflict and you had to facilitate compromise.
2. When you are really upset about the way you've been treated how do you normally react?
3. If you had a co-worker who was being bullied by another co-worker what advice would you give them about resolving the conflict before you got HR involved?
4. Have you ever had a situation you let go on too long that you wish you would have resolved earlier? What would you have done differently?
5. When you disagree with someone who has the power to make decisions about your employment (ie give raises/ fire) how do you deal with that?
6. If a manager gave you feedback on your annual review that you felt was not true how would you deal with that.
7. If you were offered another job and had to give a two-week notice to your department head how would you feel most comfortable telling them? (ie face to face, email, memo, tell HR and let HR tell them, formal letter, text, etc)
8. What would be the number one reason you would leave a job?
9. As a manager you would be required to give frequent feedback. Let's assume you have an employee who frequently gets upset whenever anything negative is said to them. How would you go about giving them feedback?
10. If someone in your department went to HR about one of your behaviors, but you didn't know who it was, do you think it would change the way you interacted with your co-workers? Why or why not?

ABILITY 4: ABILITY TO LISTEN

1. When you were in school did you find it difficult to figure out what would be on tests based on what the instructors talked about in class?
2. Do you find yourself focusing on task completion or the details when receiving instructions?
3. What do you think makes someone a "good listener"?"
4. When participating in meetings (not leading) how do you determine what action items need to come out of that time?
5. Do you find it hard to listen to people you have personality conflicts with? What do you do in these situations?
6. When you receive instructions on a task do you prefer to have them written, spoken, or demonstrated? Why?
7. Do you have a tendency to focus on the positive or negative in critiques and why?
8. Have you ever sat through a presentation that you found really boring? How did you extract key elements you might have needed to do your job?
9. Do you prefer to be around people who are naturally more loud and energetic or people who are more quiet and calm? Why?
10. When giving instructions to another person so they can complete a task, what strategies do you use to ensure they listen?

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ABILITY 5: ABILITY TO ORGANIZE/PRIORITIZE

1. When you have a lot to accomplish over the course of the day what strategies do get your tasks completed?
2. When you hear the term "organized" at work, what does that mean to you?
3. Do you prefer controlled chaos, where you know where everything is but others may not, or a strict system where everything must be "in its place"? How has this strategy worked for you?
4. When was a time you had to work with someone who lacked organizational skills and how did you handle task completion?
5. Let's assume you have a tight deadline to complete a task, but then your manager comes in with another task that has a quick turn-around time. How do you prioritize which task to do?
6. What makes something a "priority" in your mind?
7. Time management is one of the most difficult skills in busy workplaces, what resources do you think you could explore to improve your own skills and pass them along to those you work with?
8. Sometimes projects take months, and even years, to come to fruition. How do you keep yourself motivated when a project lacks closure?
9. Sometimes the company mission overtakes a department mission. How do you deal with having to switch gears quickly?
10. What do you do when your priorities and your manager's priorities differ?

ABILITY 6: ABILITY TO HANDLE PRESSURE & DEADLINES

1. Give me an example of a time you had a tight deadline and what steps you decided to take to ensure you completed quality work within that timeline.
2. Sometimes managers have unrealistic deadlines for task completion, if you were worried that a deadline was going to affect the quality of your project how would you discuss that with your manager?
3. When was a time that a deadline "snuck up" on you and what did you do to ensure the task was completed on time?
4. Do you prefer to work alone or with a group when you have a tight deadline?
5. Working with a demanding client can sometimes cause stress. What do you do to calm yourself to stay task-focused and provide excellent customer service?
6. Which of these sounds more like you: I work better under pressure or I work better when I start early? Why have you had success with this?
7. Let's assume your boss is under a lot of pressure and snaps at you about not having a task completed? What are you most likely to do in that situation?
8. Can you tell me about a time when the pressure was high for you to succeed and how you handled that?
9. If you became a manager and found that you had an employee who was great at many of the hard skills of the job, but lacked the ability to handle pressure/deadlines, how would you go about dealing with that employee?
10. Tell me about a time that you missed a deadline and how you dealt with the consequences of that.

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ABILITY 7: ABILITY TO SELF-MONITOR/ BE SELF-AWARE

1. Have you ever been “trapped” in a conversation with someone who isn’t getting the hint that you need to go? How do you usually deal with situations like that?
2. When you hear information given out in briefings or meetings that you know is incorrect how do you go about correcting it?
3. There are large generational gaps regarding what equals “appropriate dress” in the workplace. How do you define “appropriate” or “inappropriate”?
4. Let’s assume you’ve had a bad start to your morning. Maybe an argument with a roommate or being cut off by another car. How do you get yourself in the right mindset before coming into work?
5. Disney and Chick-Fil-A are perfect case-study in training employees to behave in certain ways while at work. This sometimes means the employee has to “perform” in a way that is separate from how they actually feel. Would this be difficult for you and why or why not?
6. When you encounter something that a co-worker thinks you should know, but you don’t actually know, how do you go about finding that information out?
7. How big of a role does experience play in today’s workforce? Explain your answer.
8. Let’s assume you were put into a very busy office and your manager didn’t have much time to train you on your new tasks. What would you do to get yourself on track and contributing to the department?
9. If you’ve accomplished your assigned tasks for the day by 3 what are you most likely to do to fill the remaining 2 hours of the workday?
10. Do you think you would like a telecommuting/ virtual job? Why or why not?

ABILITY 8: ABILITY TO SELF-REGULATE

1. What is something you do just to relieve stress and relax?
2. Is that thing something you prefer to do alone or prefer to do with a group?
3. When you feel angry what do you do to help yourself calm down?
4. Have you ever had your work quality challenged? How did you respond?
5. When you are feeling overwhelmed by your workload what are the things you do to calm down?
6. How do you define the term “late” and why?
7. Are you more interested in things being equal or things being fair? Explain your choice.
8. If you were given the choice to have a \$500 raise or 2 extra days of PTO which would you choose and why?
9. Do you consider yourself to be an extrovert or an introvert? What leads you to believe that?
10. Are there certain times of the day that you find you work better? How do you deal with having to accomplish tasks outside of that time?

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ABILITY 9: ABILITY TO COMMUNICATE

1. If you need a co-worker to complete a task for you quickly which method are you most likely to use to tell them what needs to be done? Walk down to their office, call a meeting, send an office memo, call them on their office phone, call them on their cell phone, send an email, send an Instant Message, send a Text.
2. If you have to give bad news to your team which method do you prefer?
3. How often do you prefer feedback and in what form?
4. When you are frustrated about something how do you go about communicating that with your co-workers and managers?
5. How do you prefer to get company news? Paper Newsletter, Paper Memo, Meeting, E-newsletter, Email, Employee Intranet, Website
6. How do you deal with someone you feel is being passive-aggressive towards you?
7. When you're under a lot of stress do you find that your frequency to communicate with co-workers increases or decreases? Do you wish that would change? Why or Why Not?
8. What steps are you taking to improve your communication skills? Books, Podcasts, Online Seminars, Conventions, Civic Meetings
9. Do you consider yourself good at negotiating? Why or why not?
10. Tell me about a time when you had to "brag" on yourself in order to establish credibility. What tactics did you use?

ABILITY 10: ABILITY TO ADAPT

1. Tell me about a time you had expectations of how something was going to go and you had to change those?
2. Do you find it easy or difficult to "fit in" with people around you and why?
3. Do you consider yourself to be more fact-driven or more relationship-driven?
4. What are some expectations you have for this job? What will you do if you find those expectations are not met?
5. Technology is constantly changing. How comfortable do you feel with being able to pick up new programs?
6. When you discover that you have a weakness in a skill that is in high demand what do you do to develop that skill?
7. Have you ever worked with someone that had to have "their way"? How did you deal with that?
8. Do you consider the social element of your job to be important? Would it make a difference to you if you like your co-workers or not?
9. Can you tell me a time in your life when you realized people didn't do things the exact same way that you did? Did you stay the course or did you change methods?
10. If you had to define the term "adaptable" what would you say that means?