

People & Culture

Interview Question Bank

This bank of example interview questions has been created to assist selection panels to develop effective interview guides for recruitment purposes. When developing the interview questions, please consider the key position responsibilities and capabilities as detailed in the position description.

Panels may wish to amend or customise these questions and ask a mixture of different types of questions such as hypothetical or behavioural questions. Practical assessments or activities may also be considered as part of the selection process.

As a panel, it is important to consider in advance the responses you would expect to receive from candidates in relation to the job classification and level.

Further guidance relating to recruitment and selection may be obtained from your P&C Business Partner.



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ATTENTION TO DETAIL

- Tell me about a project that has required a high level of attention to detail.
- What do you feel is the key to maintaining a high level of attention to detail?
- Tell me about a time when a team member's level of attention to detail fell below your acceptable levels. How did you react?
- How do you monitor the accuracy of your work? Give me an example.
- Can you give me an example of a time when an error was discovered in your work and how you handled the situation?

CHANGE

- Have you ever had to introduce a change that was met with resistance? How did you handle the situation?
- Can you tell me about a time when you had to adjust quickly to a change in the organisational, departmental or team priorities? How did this affect you? What steps did you take to manage this situation?
- Change is a constant at the University. Can you give an example of where you had to respond to change in your current environment?
- Tell me about a time when you had to abruptly change what you were doing. How did you do this?

COMMUNICATION SKILLS

- Tell me about a time when you misunderstood an instruction that caused a significant problem. What did you do to rectify this? What did you learn from it? Has this situation occurred again?
- What have you found is important when communicating with customers or colleagues? Can you tell me about a time when you had to apply your learning to resolve a problem?
- Can you think of a time when you have explained something to a client or colleague and they did not understand you? What did you do about it?
- Tell me about a time when it has been a challenge to get your point across to a client. How did you persuade them?
- Tell me about a time when you have had to communicate an unpopular management decision to your team. How did you deliver this information?
- Tell me about a time when you asked someone to do something and they did it wrongly. Why was it done incorrectly and how was it resolved?

CUSTOMER FOCUS

- Tell me about your most satisfying achievement meeting the needs of a customer. What was the situation and what was the outcome?
- Think of a time when one of your internal/external customers' needs had not been met. What did you do to rectify the situation? What was the outcome?
- What skills do you believe are important when dealing with customers? Give me an example of when you have displayed these.
- Tell us about a time when you have anticipated and influenced a customer's needs. Walk us through the steps of how you handled this situation.
- Tell me about the most difficult customer you have ever had to deal with. What was the problem, what did you do and what was the outcome?
- Describe what you believe good customer service is. Describe a situation where you were able to apply this philosophy.

DECISION MAKING

- Tell me about the hardest decision you have ever had to make. What strategies did you use? What was the outcome?
- Tell me about a time where you have made a challenging decision in your work that was likely to affect others. What steps did you take? What did you achieve?
- Can you give us an example of a work situation where you found it very difficult to make a decision? What was the decision you needed to make and what was the outcome?
- Provide an example of a time when you had to come to a decision even though you did not have enough information. How did you go about it?
- Describe a situation in which you had to get information from a number of different sources before making a decision. How did you go about it?

FINANCIAL ANALYSIS

- How much involvement do you have in your department's financial decisions? Specifically, what is your role? What kinds of data do you use in making the decision?
- What are some of the toughest financial analysis problems that you have faced in your current role?
- What are the biggest mistakes you have made in analysing financial data? How did you discover them? What was the impact of your mistakes?

INITIATIVE & FOCUS ON EXCELLENCE

- Can you give me an example of a time when you have identified an opportunity to improve productivity at work? What did you do? What was the result?
- Tell me about a time when you took considerable initiative in your work and you were pleased with the result. What was the situation and what did you do to achieve the result? Did you receive any feedback for your efforts?
- Tell me about a time when you wanted to change a system or process in your current role. What did you do? What was the outcome?
- Can you give me an example of a time when you were able to identify a small problem before it became a major one?
- Tell me about one of your greatest achievements that you have been particularly pleased with. What did you do to achieve this? Did you receive feedback or recognition for your efforts?
- Tell me about a time when you have had to demonstrate persistence and resourcefulness to ensure work outcomes were achieved. What actions did you take? What was the outcome?

LEADERSHIP

- In the past, what techniques have you used to encourage and inspire other team members within the workplace? Describe a specific example. What were you able to achieve?
- This role will require you to be able to delegate effectively. Tell us about a work situation in which you delegated responsibility successfully. Then tell us about a time when your delegation of responsibility did not work out well. How did you handle that situation?
- Tell us about your academic leadership contributions.
- Give me an example of a team performance issue that you resolved. What would you do differently now?
- How have you enhanced the commitment of staff within your team? Can you tell us about your actions and the results of these actions?

- Describe your leadership style and give an example of when it has and has not worked well?
- Tell me about some of the people who have become successful as a result of your management? What was your role in their development?

LEARNING & DEVELOPMENT

- How do you stay current in your area of expertise? What do you think is the next thing that you need to learn?
- What have you done in the last year to improve your knowledge?
- In your most recent position, what did you learn? How did you apply this learning?
- What people or events have been the most important in your own self-development?
- How do you keep informed about important changes in your field?

MOTIVATION

- Tell us about what attracts you to this role and why you would be the best candidate?
- Can you give me an example of something you have done recently that gave you a great deal of satisfaction?
- What has been the most difficult task you have been set in the last 12 months? How did you carry out the task?
- What kind of job activities do you find most frustrating? How do you keep things in perspective?
- Tell me about your most satisfying experience in your current job.
- Give me an example of when you worked the hardest and felt the greatest sense of achievement.

NEGOTIATION

- Describe a time when you had to gain the cooperation of a colleague to complete a task? How did you do it? Did you achieve what you had set out to achieve?
- What have you found to be important when conducting business negotiations? Describe a difficult negotiation when you applied this learning and achieved a good outcome.
- What has been the most difficult situation you have had to negotiate with a client? What issues did you face? How did you achieve a satisfactory outcome?
- Tell me about a time when it has been a challenge to get your point across to a client. How did you persuade them?
- In what negotiations have you been involved? What was your role? How did you prepare? How did you see your results?

PERSUASION

- Tell me about a time when it has been a challenge to get your point across to a key stakeholder. How did you persuade them?
- Tell me about one of your most satisfying attempts to persuade others to your point of view. (Consider what the point of view was, the approach, the results and whom they persuaded)
- How do you determine how much influence you'll need to use to get others to do the job right? How do you show this? Give me an example.
- Describe your most satisfying experience in attempting to gain upper management's support of an idea or proposal. What was the situation and how did it turn out?

- Can you tell me about a time when you have found it particularly difficult to persuade someone to your point of view? What techniques did you use and what was the outcome?

PROBLEM SOLVING

- Give me an example of a time where you have had a challenging problem to solve. What strategies did you use to solve the problem? What was the outcome?
- Tell me about a time when you have anticipated a problem before it happened. What was the situation and what did you do? What impact did this have on the outcome?
- What kinds of problems have people recently called on you to solve? Tell me how you solved the problem.
- Can you recall a time when you made what you considered a mistake or a bad decision on the job? How did you handle the situation?
- Can you think of a time when your standard approach to problem solving didn't produce the desired solution? What did you do?

TEAM WORK

- Working with others usually involves some give and take. Describe a time when you worked out an agreement with a peer/team member. What did you do?
- Tell me about a time when you were able to make a significant contribution to the morale in your team. What did you do? What was the outcome?
- Describe a situation in which your views conflicted with another team member. How did you work it out? What was the impact on your relationship?
- Can you tell me about a time when you were working in a team and one team member was not performing well? Can you tell me about the situation? What did you do?
- When you have entered a new workplace in the past, describe how you have gone about meeting and developing relationships with your new team, supervisors, and reporting staff.
- Tell me about the best team that you have worked in and why it stands out positively in your mind.

TIME MANAGEMENT

- Give me an example of a time when you had too many tasks to complete at the same time. How did you handle the situation and what was the outcome?
- Can you remember a time recently where you were rushed off your feet & there didn't seem enough hours in the day? What did you do and how did you cope?
- How do you go about coordinating your own work and the work of others? Can you give me an example of where you have put this into practice? How did you assess the success of your plan?
- How do you keep track of progress on projects which you are responsible for?
- Tell me about a time when you missed a deadline. What were the causes? What did you do? What were the implications of missing the deadline?

VALUES SPECIFIC – Student Centred, Integrity, Courage, Innovation, Excellence

- One of our Flinders University values is Excellence, can you provide us with an example in how you have demonstrated this value?
- The values of Integrity, Courage, Innovation and Excellence, along with the underlying ethos of being Student Centred are the foundation for success at Flinders University. Can you tell us about the value that resonates most strongly with you and how you have demonstrated this value in the past?

ACADEMIC ROLE SPECIFIC

RESEARCH

- What do you consider to be your primary research achievements in terms of their innovation, significance to the field and, if relevant, impact beyond academia? How are they transferrable to this discipline?
- Describe the nature of, and your role in, collaborative research relevant to the discipline in which you have participated.
- How has your research informed your teaching in recent years, and how might your research continue to inform your teaching in this College/discipline?
- What do you see as your research directions and plans over the next five years in this College/discipline, and how would you seek to fund them?
- What leadership and/or mentorship roles, including your approach and contributions to higher degree research supervision at Flinders/other university, have you played and how have they improved research?
- Describe your approach and contributions to higher degree research supervision at Flinders/other university.

TEACHING & LEARNING

- Tell us about a time when you had to deal with a student who you found challenging. What was the situation and how did you handle it?
- Describe an example of how you use data and/or pedagogical theory to inform changes to your topic/s (or course, if relevant). What did you change and what was the result?
- Describe what you have done to improve your teaching (or the teaching team, if relevant). Explain why you undertook this activity and what the results were.
- What have been the two most innovative teaching and learning strategies or approaches you have introduced into your teaching in recent years? Why did you introduce the innovation? What was the outcome for students?
- What is the best example of your teaching excellence? And describe a time when your teaching did not go as well as you had hoped. What did you do to improve?
- Student success is a key priority for Flinders. How have you supported students' success through your teaching or other activities?



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