

SOFT SKILLS BEHAVIORAL INTERVIEW QUESTIONS

Every position will require a unique set of soft skills for success. Below you'll find suggested interview questions for nine common soft skills your open position may benefit from. Feel free to customize the questions to fit your industry and organization.

SELF-MANAGEMENT

The ability to prioritize and complete tasks in order to deliver desired outcomes within allotted time frames

- Give me a specific example of a project that you were responsible for organizing from beginning to end. How did you go about it? How did you deal with changes that arose? How did you ensure that the project stayed on track? What was the final outcome? What did you learn from this experience?
- We have all had times where it was necessary to balance work and personal or family time. Give me an example of a time when you had too many things to do in both areas of your life and describe how you went about prioritizing your time.

RESULTS ORIENTATION

The ability to identify actions necessary to complete tasks and obtain results

- Give me an example of one thing in your life that you have worked on for what you consider to be a very long time with no distraction or break. What did you dislike most about that? How successful were you in completing it? How long a time did you work it?
- Describe a plan you've developed for something you are currently working on. What are the most essential components of that plan...the things that must be accomplished or the plan won't work?

PLANNING AND ORGANIZING

The ability to establish a process for activities that lead to the implementation of systems, procedures or outcomes

- How much time do you normally spend planning on a weekly basis? Daily basis? Specifically, when do you plan for a specific week? For a day? How does your weekly planning differ from your daily planning?
- Tell me about your personal organization system. How do you organize your work area?

CONCEPTUAL THINKING

The ability to analyze hypothetical situations or abstract concepts to compile insight

- What will your industry look like in five years? Who will your biggest competitors be and why? Describe our competition as you see it. Point out strengths and weaknesses of the competitors.
- What is the biggest strategic opportunity you have successfully identified and accomplished in your life? Describe the largest strategic opportunity you have ever missed. What did you fail to see? Why do you think you missed it?

PERSONAL ACCOUNTABILITY

A measure of the capacity to be answerable for personal actions

- Give an example of a situation where others had made an error or mistake and you had to take the blame for their actions. How did you feel about doing that?
- What person from history do you most admire for taking the blame for a failure? What did taking the blame do for that person?

OBJECTIVE LISTENING

The ability to listen to many points of view without bias

- Give me an example of a time when someone else provided you a solution to a problem or situation that you would not have been able to arrive at yourself. Did you give credit to the other person? How?
- Describe a time when you acted on someone's suggestion.

SELF-STARTING

The ability to initiate and sustain momentum without external stimulation

- How would you approach a new task that you've been assigned without being given much direction?
- Describe a time when you were proactive. Describe a time when you were reactive. How did the results differ?

CUSTOMER FOCUS

Commitment to customer satisfaction

- Describe a situation where you went over and above what was expected to exceed a customer's expectations. How did you feel about that? How comfortable would you feel about doing that regularly?
- Give me an example of when you had to go the extra mile to meet a commitment that someone else had made to a customer. What, specifically, did you do? How did you feel about having to meet a commitment made by someone else?

RESILIENCY

The ability to quickly recover from adversity

- Describe a time when you received negative feedback from your manager. Did you feel it was accurate or warranted? What actions did you take as a result of receiving the feedback?
- Do you consider yourself to be a resilient person? Who is the most resilient person you ever knew? How do you compare to that person in resiliency?

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