

# General Performance-Based Interview Questions

Used to learn more about a candidate's experience on how he/she handled specific situations.

1. Describe a time when you felt your integrity was challenged. What was the situation? How did you handle it?
2. Describe a time you had to make a difficult decision. What was the outcome?
3. Give an example of a time you had to deal with an upset co-worker, patient, or customer. What was the person upset about and how did you handle the situation? What was the outcome?
4. Describe a mistake you made and tell me how you corrected it.
5. Give me an example of a time when you used good judgment and decision-making to solve a problem. Please provide details.
6. Tell me about how you worked effectively under pressure. Describe an instance when you had to think on your feet to extricate yourself from a difficult situation. What caused the situation? How did your solution work?
7. Give me an example of a time when you used good judgment and decision-making to solve a problem.
8. Tell me about a time that you were not satisfied with your work performance. What did you do about it?
9. In the past, how have you worked with your coworkers to create a united team?
10. Please share a personal goal you set and describe how you accomplished this goal.
11. It can be difficult to build good relationships at work but sometimes it doesn't always work. If you can, tell me about a time when you were not able to build a successful relationship with a difficult person. How did you handle the situation?
12. Tell me about a situation at work where you realized a person needed assistance. How did you realize the person needed assistance and how did you handle the situation?
13. Describe a time when you were faced with an obstacle for an important project? How did you handle the situation? Were you able to overcome the obstacle(s)? What step(s) did you take?
14. How do you typically handle conflict? Give me an example. What have you learned from dealing with conflict?
15. Describe a time when you had to make a difficult decision.
16. Tell me about a time when you had to present complex information. How did you ensure others understood your message?
17. Describe a time when you had to make your manager aware of an uncomfortable issue. What was the outcome of the situation? Do you believe you were able to properly convey your message to your manager?
18. Tell me about a time your workday ended before you finished everything you needed to do. What did you do?
19. Have you received many different tasks at the same time? Describe how you handled this and managed these tasks.

20. Tell me about a time you failed to achieve a goal you set.
21. Please share a personal goal you set, and describe how you accomplished this goal.
22. Tell me about a situation in which a customer or coworker became upset with you.
23. Tell me about a situation when you motivated your coworker.
24. In the past, how have you worked with your coworkers to create a united team?
25. Tell me about a time you had to delegate responsibilities. What's your approach?
26. Give me an example of when you had to work on a strict deadline. What was the outcome?
27. Tell me about a time when you needed to persuade others to make a change. What role did you play, and what actions did you take? What was the outcome?
28. Give me an example of a time you suggested a creative idea in the workplace. What was your idea? How did you get your superiors to implement it?
29. Describe a situation in which you took a meaningful and specific action to resolve a problem in the workplace.
30. What do you do when a client asks you a question that you do not immediately have the answer to?
31. When was a time you voiced an uncomfortable opinion in which you believed strongly?
32. What is the most complicated assignment you've had? What was the outcome?
33. What steps do you take to communicate effectively when the other person doesn't understand what you're explaining?
34. How have you worked with colleagues to develop them into a united, strong team?
35. Give me an example of how you delegate responsibilities.
36. Describe a situation when you presented and sold your idea to a superior.
37. When was a time your written communication skill shone in reports, memos, or other correspondences?
38. Give me an example of how you work in a fast-paced environment that is always changing.
39. When have you had to work on a tight deadline, and what was the outcome?
40. Tell me about how you have improved procedures and processes. What was the outcome?
41. How have you shown your functional or technical expertise?
42. Give me an example of how you cooperate and interact with a team to effectively work through a problem.
43. Describe a situation when you were expected to be repeatedly reliable and available. How did you deal with this?
44. Tell me about two suggestions you have made to your supervisor in the past year. How did you come up with ideas? What happened? How do you feel about the way it went?
45. Describe the most challenging negotiation in which you were involved. What did you do? What were the results for you? What were the results for the other party?
46. There are times we work without close supervision or support to get the job done. Tell us about a time when you found yourself in such a situation and how things turned out.
47. Tell us about a time when you had to analyze information and make a recommendation. What kind of thought process did you go through? What was your reasoning behind the decision?
48. In your current job, what organizational change have you made or have contributed to that you are proud of? How did you go about making the change? What has been the impact of the change?
49. Give me an example of a time when you used good judgment and decision-making to solve a problem.
50. Do you perform better in a group setting or when working alone?
51. Are you able to remain productive even when working remotely or from a home office? Please share examples.
52. How fast do you respond to customer emails and web inquiries? What timeline do you feel is appropriate?
53. Why are you interested in this job and why you believe you are a good candidate?