

Hard and Job-related skills, experience, and knowledge

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Explore the candidates relevant hard and job-related skills and knowledge, along with any other related experience the candidate possesses

Areas to assess: Budgeting, Supervisory experience, how the candidate handles workplace challenges.

Question – Can you tell me about a challenge you faced in the workplace and how you overcame it?

Notes:

Really great answer. Excellent structure using the S.T.A.R response. Outlined role and responsibilities in a clear and concise way. Task was also clearly set out by the candidate. They followed through with an impressive explanation of how actions taken made an impact on the challenges they faced, making it clear from the outset that effective communication was key in helping them achieve this. Convincing result that rounded off this answer well by underscoring the impact these actions had on both the client and colleague experience alike.