

# Interview Questions

## Leads Self

### Partnership Level 10-8

To support you in the next step of your preparation, we have pulled together a list of questions that you may be asked during your interview.

These questions have been categorised under our three core Partnership Purposes;

- **Happier Partners**
- **Happier Business**
- **Happier World**



Happier Partners		Happier Business		Happier World	
Teamwork and Collaboration	How would you respond if you were in a team where everyone is very focused on their own tasks but there are some major team goals that also need to be achieved?	Problem Solving	Tell me about a situation when you have come up with a good solution to a problem you've faced.	Quality and Reliability	What does the concept of quality/reliable service delivery mean to you in relation to the role you've applied for?
	How would you respond if there were some differences of opinion that were getting in the way of you working well with other members of your team?		Tell me about a time when you had to find the cause of a particular problem or issue that you had to solve.		Can you tell me about a time when you worked hard to make sure that you met a high quality standard?
Effective Communication	Imagine you are interacting with a peer you have never met before. How would you go about trying to establish rapport with this person?	Flexibility and Resilience	Tell me about a time when something happened that you didn't anticipate, and you had to adapt to new conditions or circumstances.	Customer Focus	How would you handle a situation where you are interacting with an unhappy customer who wants their issue resolved quickly, but you are very busy?
	Imagine you are interacting with someone who is very different from you in terms of their interaction style. How would you go about trying to engage with this person?		Tell me about a significant change that you have had to adapt to in the past.		How would you handle a situation where you are approached by a customer who seems distressed and in need of assistance, but you have other tasks to complete?
Growth Mindset	What would you do if you were to move into a new team that works differently to what you are used to, and you need to learn new tasks and processes quickly?	Action and Ownership	Tell me about a time when you took it upon yourself to get something done, even though nobody asked you to do it.	Improvement Focus	Tell me about a time when you came up with a creative solution to a problem you encountered.
	What would you do if major changes were implemented within your work area, and you need to learn several new work methods that you know are going to be quite challenging?		Tell me about a time when you took it upon yourself to speak up on an issue and make sure your views were heard.		Tell me about a time when you had to think outside the box in order to achieve a successful outcome.

## Our Top Tips for Interview

Make sure you answer the question! It sounds really simple and obvious but so often when asked a question candidates start explaining a situation but don't answer the question.

Keep the question clearly in your mind and keep referring back to it while you answer, don't be afraid to note it down using pen and paper, or ask the interviewer to repeat, an interview

isn't a memory test. When using examples of what you've achieved with teams, think about the part you've played and what was your individual contribution.

Use the job outline to help you prepare. Think about what you have done in the past which demonstrates why you would be good in the role.