

Interview Questions

Leads Self

Partnership Level 7-5

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	Tell me about a time when you needed to collaborate with others to achieve a particular outcome or goal.	Problem Solving	Tell me about a situation when you have come up with a good solution to a complex problem that you've faced.	Quality and Reliability	What does the concept of quality service delivery mean to you in relation to the role you've applied for?
	Tell me about a time when you have needed to get along with others and maintain good team relationships.		Tell me about a time when you had to find the cause of a complex problem or issue that you had to solve.		What does the concept of reliable service delivery mean to you in relation to the role you've applied for?
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 quickly adapt to new conditions or circumstances.	Customer Focus	Tell me about a challenging customer interaction that you believe you handled well.
	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.		Tell me about a time when you made sure you met a customer's needs and expectations.
Growth Mindset	Tell me about a time when you've had to learn new tasks or processes quickly.	Action and Ownership	Tell me about a time when you took it upon yourself to demonstrate your initiative on the job, even though nobody asked or even expected you to.	Improvement Focus	Tell me about a time when you came up with a creative solution to a problem you encountered.
	Tell me about a time when you've had to learn some new work methods that were quite challenging.		Tell me about a time when you took it upon yourself to speak up on a work-related issue that needed to be addressed and make sure your views were truly 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.