

# Leading Self

Roles with no responsibility for leading others

Absolute Clarity	Can you tell me about a time when you had to make it very simple for someone else to understand what needed to be done for a particular task or project?	Can you tell me about a time when you were unclear about what was expected of you in a task or project?	Give me an example of how you had to help others to understand something that was initially confusing or unclear.	Describe a time when you needed to clarify details to make sure you and others were on the same page.
Owning It	Tell me about a time when you took the initiative to get things done or make something happen, even though nobody asked you to.	Tell me about a time when you used your own judgements to make a decision when you had limited information or guidance.	Give me an example of when you achieved a challenging goal.	Describe a situation where you had to prioritise multiple competing tasks or demands and explain how you approached this.
In this Together	Can you tell me about a time when you have worked with others that may have had differing views in order to achieve a particular outcome or common goal?	Can you tell me about a time when you have needed to collaborate with others and maintain good team relationships?	Give me an example of when you chose to work with others to achieve a better outcome than you could yourself (this could be a group project, volunteering or personal activity).	Tell me about a time when you had to collaborate with someone who was initially difficult to work with or had a very different working style to you.
Brilliant Retailers	Can you tell me about a time when you listened to a customer's need or request, and then made every attempt to exceed their expectations?	Can you tell me about a time when you spotted an opportunity to improve business outcomes or increase sales without needing additional resources?	Describe a time when you went above and beyond to help someone (a customer, colleague, or external provider) and exceeded their expectations.	Describe a time when you found a creative solution to meet someone's needs when the usual approach wouldn't work.
Continuous Improvement	Tell me about a time when you came up with an innovative solution to a problem you encountered.	Tell me about a time when you were able to learn something new and improve your way of working.	Give me an example of when you actively sought feedback on your performance and used it to develop your skills or approach.	Tell me about a time when you embraced a change that was initially challenging or uncertain for you.
Distinctly Partnership External Candidates	Can you tell me what you think the Partnership means when we say working in a co-owned business?		From what you know about the John Lewis Partnership, what do you think are the key differences between working here as a Partner compared to being an employee at other companies?	Working within the John Lewis Partnership, how would you demonstrate that you're thinking and acting like a co-owner of the business rather than just someone who works here?
Distinctly Partnership Internal Candidates	Can you explain to me what being a co-owner at John Lewis/Waitrose means to you?		How has being a Partner in an employee-owned business shaped your approach to work and your sense of responsibility?	Describe when you've made a decision or taken action that showed you truly think of yourself as a co-owner within the Partnership.