

Question Formula Worksheet



1. Using the formula draft an answer to a couple of example questions.
2. I've given you a couple of common questions below, as there is no way to know exactly what question you'll get in an interview.
3. In the Practice Answers write some bullet points for each area that you would talk to in an interview.
4. As an extension, you can then draft a full script and practice reading it out.
5. I've included a BIG example to get you started which shows you the bullet point answers, and then I've drafted a script showing using the same bullet points to answer two different questions.

AGED	YOUR ANSWER =
	Generic Statement + Example + Outcome

1. My Practice Answer

Question: A question regarding your time management skills

Generic Statement:

-
-

Example:

-
-

Outcome(s):

-
-

My Scripts

Question: Can you describe a time when you worked in a highly pressured and high volume of work with tight deadlines?

Question: How do you handle a high volume of work with ad hoc requests coming in?



2. My Practice Answers

Question: A question regarding solving problems
Generic Statement: - -
Example: - -
Outcome(s): - -

My Scripts

Question: Can you give us an example where you faced a significant problem on a job. What was the problem, what was the outcome and what was your role?
Question: Can you describe how you solve problems you encounter on a job?

EXAMPLE

Question: A question regarding your conflict skills / how you resolve conflict
Answer
Generic statement: - I like to follow a particular conflict process, which is about transforming conflict not resolving conflict - Give each person involved an audience where they can speak freely about what is going on with someone not involved - Get them together to tell each other what's going on for them and how they're affected - Agree a plan of how they're going to work together/do things differently - Document the agreement - Follow up a few weeks later and see how the agreement is going
Example: - conflict between two team members based on one team member believing the other did not work hard enough, and the other feeling micro-managed and overloaded by additional tasks - met individually to ask questions and find out what each thought was going on and how they are both being affected - got them together in a meeting, followed conflict process to allow each to have a say about what was going on - agreed a support agreement between them, documented - followed up a month later to see how support agreement was going
Outcome(s): - Better working relationships between people involved - More harmonious team - People working together, not undermining each other



Question: Describe a situation you handled conflict in your team or with a customer

I had a situation arise recently where there was conflict between two of my team members. When I met with each individually, one believed the other was not working hard enough and the other felt over-loaded by additional tasks and micro-managed when this person asked them to do a task. After I'd met with them both, I then facilitated a meeting with them both and gave them each a chance to speak about what has been happening for them and how they've been affected by it. Then we worked together during that meeting to document a support agreement of how they want to work together from that point on. I met with them a month later, and found that the support agreement was going really well, and they told me they had a much better working relationship now and that the team felt much more harmonious as a result.

And this is how I like to work with conflict in general, even if it's a customer. I like to follow a conflict transformation process, which allows people to express how they've been affected and decide together how to move forward. I don't seek to resolve the conflict, rather look forward from this point as to how it can be transformed. I've found this usually results in an outcome that people stick with and a lot less undermining of each other.

Question: How do you handle conflict?

In general, I like to work with conflict in general, whether it's between members of my team, or if it's conflict with a customer. I like to follow a conflict transformation process, which allows people to express how they've been affected and decide together how to move forward. I don't seek to resolve the conflict, rather look forward from this point as to how it can be transformed. I've found this usually results in an outcome that people stick with and a lot less undermining of each other.

As an example, I had a situation arise recently where there was conflict between two of my team members. When I met with each individually, one believed the other was not working hard enough and the other felt over-loaded by additional tasks and micro-managed when this person asked them to do a task. After I'd met with them both, I then facilitated a meeting with them both and gave them each a chance to speak about what has been happening for them and how they've been affected by it. Then we worked together during that meeting to document a support agreement of how they want to work together from that point on. I met with them a month later, and found that the support agreement was going really well, and they told me they had a much better working relationship now and that the team felt much more harmonious as a result.

