Interpersonal Skills

- Tell us about a time when you established an effective relationship with clients both face-to-face and on the telephone? What was the situation? What actions did you take? What was the outcome?

- What network of relationships have you established in your current position?

- Have you ever had to "sell" an idea to your co-workers or group? How did you do it? Did they "buy" it?

- Could you tell us about a time when you had to advise your team of an unpopular organisational policy? What approach did you take? What was the result?

- Describe your most satisfying/disappointing experience in attempting to gain senior management’s support for a proposal.

Written Communication

- Give examples of the kind of writing you have done in a previous position.

- Of all the documents you have produced, of which are you the most proud and why?

- Tell us about the most complex writing assignment you have been given or have taken on yourself. How long did it take to complete and what was the end result?

Planning and Organising

- Describe a particularly busy time where you had to carefully plan your time and your priorities. What strategy did you use?

- There are times where you have conflicting deadlines. Can you describe a situation when this has happened to you and how you handled it? What was the outcome?

- What procedures do you use to keep track of matters requiring your attention? Provide examples.

Team Leadership Skills

- How have you built an effective team in previous positions? What steps did you take?

- What are the most important ingredients of an effective team? What behaviours have you, as leader, used to promote them?

- In your current / previous role, how have you built a productive work climate? Looking back, are there things you would have done differently?

- What success has your team had? How did you acknowledge them?

Team Member Skills

- In your current / previous role, describe a situation that you would describe as effective team work? What role did you play?

- Describe a time when other team members were not pulling their weight and actions you took in this case. What was the outcome?

- Describe a situation where conflict or different views interfered with a task. What happened and how was the situation resolved?