

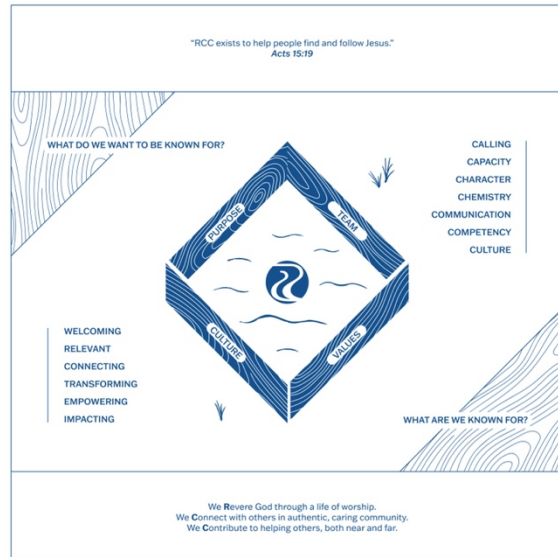
Riverside Community Church
INTERVIEW QUESTIONS AND PROCEDURES

INTERVIEWER GUIDELINES:

- The best predictor of future success is past success.
- The interview questions should ask for specific examples of behavior.
- Interview questions should be behaviorally based.
- Ask open-ended questions and then try to keep quiet!
- Listen

RCC OVERVIEW

1. Purpose
2. Core Values
3. Team – Staff & Board
4. Culture – Church Family
5. We Run To The Messes!



BEHAVIORAL VALUES

CULTURAL RELEVANCE

What five or six adjectives best describe you?

What words best describe your personal style?

What is the last book you read?

What is the last movie you watched?

FLEXIBILITY

If you had an altercation with your boss and were told that you were being “rigid and inflexible” in your view, what would you do?

During your career, what was the most difficult adjustment you have had to make?

- What was the situation?
- Why was this a difficult adjustment?
- What did you do?
- What happened as a result of your actions?

RESILIENCE

Describe a work situation where you faced incredible odds, but prevailed.

- What were the odds that you faced?
- Why was there so much resistance?
- Why did you prevail?

HUMILITY

What was the dumbest business decision you ever made?

SENSE OF HUMOR

Tell me a joke or a funny story.

TEACHABILITY

Tell me about a situation that required you to learn something difficult.

- Why was it difficult to learn?
- What did you have to do to learn it?
- How long did it take?
- What was the end result?

WORK ETHIC / DRIVE

Give me some examples of things you have done that go considerably beyond what is required by your job.

What aspects of your job performance are you least satisfied with, and what are you doing about it?

What plans do you have for self-improvement and personal development?

What basis do you use for measuring your own performance?

What things are you currently doing to improve your overall performance and results?

INTERPERSONAL SKILLS

ADAPTABILITY

How was your transition from high school to college? Did you face any particular problems?

Tell of some situations in which you have had to adjust quickly to changes over which you had no control. What was the impact of the change on you?

COMMUNICATION

Tell me about a situation when you had to speak up (be assertive) in order to get a point across that was important to you.

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

DECISION-MAKING AND PROBLEM-SOLVING

Give me an example of a time when you had to keep from speaking or making a decision because you did not have enough information.

Give me an example of a time when you had to be quick in coming to a decision.

Sometimes it’s easy to get in “over your head”. Describe a situation where you had to request help or assistance on a project or assignment.

INTERPERSONAL SKILLS

What have you done in the past to contribute toward a teamwork environment?

Describe a recent unpopular decision you made and what the result was.

Tell me about a time when you had a major conflict with another team member.

- What was the cause of the conflict?
- What things did you do to alleviate the problem?
- What were the results?

If during a reference check I asked your boss to describe your interpersonal skills, what would he or she likely tell me about your overall effectiveness with others?

- What aspects of your interpersonal skills would he or she rate as particularly effective?
- What aspects of your interpersonal effectiveness would he or she cite as needing improvement? Why?

What aspects of your interpersonal skills would you most like to improve? Why?

Which of your skills would you rate higher?

- Your "technical" skills?
- Your "interpersonal" skills?
- Why?

Do you feel it is more important to be:

- Well-liked by others?
- Admired for being effective?
- Why?

JOB PERFORMANCE

Compare and contrast the times when you did work which was above the standard with times your work was below the standard.

Describe a situation when you were not very satisfied or pleased with your performance. What did you do about it?

LEADERSHIP

What is the toughest group that you have had to get cooperation from?

Have you ever had difficulty getting others to accept your ideas? What was your approach? Did it work?

LOYALTY

Give a specific example of a policy you conformed to with which you did not agree.

MOTIVATION

Give me an example of a time when you went above and beyond the call of duty.

Describe a situation when you were able to have a positive influence on the action of others.

PLANNING AND ORGANIZATION

How do you decide what gets top priority when scheduling your time?

What do you do when your schedule is suddenly interrupted? Give an example.

TEAM PLAYER

What do you see as being the advantages and disadvantages of working as part of a team? Why?

Give me an example of your involvement in a team effort that failed.

- What role did you play?
- Why was the effort not successful?

Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?

Describe a situation in which you found that your results were not up to your supervisor's expectations. What happened? What action did you take?

Tell of a time when you worked with a colleague who was not completing their share of the work. Who, if anyone, did you tell or talk to about it? Did the manager take any steps to correct your colleague? Did you agree or disagree with the manager's actions?

Describe a situation in which you had to arrive at a compromise or guide others to a compromise.
