

### SITUATIONAL INTERVIEW QUESTIONS

#### What is a Situational Interview Question?

Employers sometimes present problematic scenarios that require solutions. These are referred to as situational questions - not real situations that have taken place, but (hypothetical) situations that could happen in your next job. You need to demonstrate your analytical and problem solving skills in your answers. The employer wants to hear how you think through and resolve a problem.

Remember: Do not answer this question too quickly. Try to take a few moments to consider the situation before you answer.

#### Here are some examples of situational questions:

- 1** You have been working on a project for over a month and are about to finish writing the report. Suddenly you realize some very important facts that should be included in this project have been overlooked.
  - How is the project impacted?
  - Who needs to be informed?
  - What are your next steps?
- 2** A client (customer) has been using the products and services of our company (organization) for three years and noticed some changes in the way business is being conducted. The client is making an inquiry about these changes.
  - What would you say to the client?
  - How is the client impacted?
  - Do you need to do anything further?
- 3** You are working on a group project with your colleagues. While the deadline is getting closer, the group still cannot agree on how the project should be completed and one of the members is simply not doing his share.
  - What is your role?
  - Who needs to be involved?
  - How would you get the project completed?
- 4** You have heard that one of your clients has complained to your supervisor because he is dissatisfied with your work.
  - Who would you speak to?
  - What would you say?
  - How would you address the client's complaint?