

Human Services Manager Interview Questions

1. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

2. Describe a modification you made to a compensation or benefits policy which made your program more competitive.

3. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?

4. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

5. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

6. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

7. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

8. Share an experience you had in dealing with a difficult person and how you handled the situation.

9. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

10. Tell me how you organize, plan, and prioritize your work.

11. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

12. Share an experience when you applied new technology or information in your job. How did it help your company?

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13. Give me an example of when you thought outside of the box. How did it help your employer?
14. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
15. Would you consider analyzing data or information a strength? How so?
16. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?
17. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
18. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
19. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
20. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
21. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)
22. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
23. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
24. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

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25. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

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26. Please share an experience in which you presented to a group. What was the situation and how did it go?

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27. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

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28. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

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29. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

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30. Provide an example when your ethics were tested.

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31. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

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32. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

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33. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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34. Provide a time when you dealt calmly and effectively with a high-stress situation.

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35. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

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36. Share an experience in which your willingness to lead or offer an opinion helped your company.

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37. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

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38. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

39. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

40. Tell me about a bargaining agreement you negotiated which you were happy with. How about one you were unhappy with?

41. Name a time when your patience was tested. How did you keep your emotions in check?

42. Share an experience in which you handled a difficult employee problem.

43. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)

44. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

45. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

46. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

47. Provide an experience in which you recommended a change to management based on organizational policy matters which improved your company.

48. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

49. Share a time when you effectively handled a very difficult staffing duty.

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50. Describe a new employee orientation you planned and conducted. How did you successfully foster positive attitudes toward organizational objectives?

51. What is the most challenging part of budgeting for you?

52. Describe a time when you successfully provided personal assistance to a coworker or patron.

53. Provide an example of when you were persistent in the face of obstacles.

54. Tell me about your last experience recruiting, interviewing, and hiring staff.

55. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

56. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

57. Describe a time when you successfully planned, organized, directed, coordinated, and controlled the personnel, training, or labor relations activities of an organization. What made you successful?

58. Share an experience in which you effectively represented an organization at a personnel-related hearing or in an investigation.

59. Share a time when you successfully administered compensation, benefits and performance management systems, and safety and recreation programs.

60. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

61. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

62. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

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63. Share with me an effective way you've provided employees with general information regarding policies, duties, conditions, wages, promotions, and benefits.

64. What is the key to a successful budget?

65. Describe an experience in which you identified a cause of personnel problems and recommended a successful improvement of your company's personnel policies or practices.

66. Name a time when your creativity or alternative thinking solved a problem in your workplace.

67. Tell me about your last experience preparing and following a budget.

68. Provide an example of how you would investigate and report on an industrial accident to insurance carriers.

69. Tell me about the last time you evaluated, classified, and rated occupations and job positions.

70. Share an experience in which you successfully designed an employee development, language training, health and safety, or similar program based on employee training needs.

71. Tell me about the last exit interview you conducted. How did you effectively identify reasons for the employee termination?

72. How would you describe the condition of your employee records? What is one thing you would like to improve upon?

73. Share an experience in which you prepared a personnel forecast and accurately projected employee needs.

74. Describe a time when you accurately assessed industry trends. How did your assessment affect your behavior?

75. Tell me about a time you successfully allocated human resources and ensured appropriate matches between personnel.

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76. Describe a special project you recently developed and/or administered.

77. Tell me about the last time you provided outplacement services to a terminated employee.

78. Tell me about the last applicant test you developed and administered. What made it successful?

79. What is the key to success when communicating with the public.

80. Tell me about a recent contract you made with a vendor to provide employee services.

81. Tell me about a time when your ability to analyze needs and product requirements helped you create an effective design or make an informed decision to benefit your company.