1. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

2. Describe an effective individual treatment plan which you developed and/or implemented. How about one which was not as effective?

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

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

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

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

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

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

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

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