

Correctional Case Manager Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Share an effective method you have used to interview probationers and/or parolees and evaluated their progress.
3. What is the key to success when communicating with the public.
4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
5. Tell me how you organize, plan, and prioritize your work.
6. Share an experience when you applied new technology or information in your job. How did it help your company?
7. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
8. 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?
9. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
11. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
12. 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.
13. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was

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the impact?

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

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

16. Provide an example when your ethics were tested.

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

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

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

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