1. 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.

2. Share an experience in which you successfully assisted a teacher in solving a difficult problem with a student's progress.

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

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

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

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

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

8. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

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

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

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

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

13. 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?

14. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

15. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

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

17. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

18. Provide an example when your ethics were tested.

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

20. 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?