

## Department Manager Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Tell me about your last experience organizing and locating inventory. How much experience do you have with spreadsheet and word processing software?
3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
4. Share an experience when you applied new technology or information in your job. How did it help your company?
5. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
6. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
7. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
8. Tell me about a negotiation you made which you were happy with. How about one you were unhappy with?
9. 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.)
10. Please share an experience in which you presented to a group. What was the situation and how did it go?
11. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
12. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
13. Provide an example when your ethics were tested.

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

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

16. 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.

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

18. Describe your last experience managing a department. What methods made you a successful manager?

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. Provide an effective method you have used to obtain information about customer needs and preferences. Share an experience in which use of this method helped your company.