

Skill Name: Communication/Informing

Skill Description: Clear, understandable, and grammatically correct presentation of information.

Skill Notes: Ability to effectively communicate in conflict environment; assess clarity and appropriateness of speech in the interview.

1. Describe for me a recent experience that best shows your ability to deal effectively with people.
2. We all miss-communicate at times. Tell me about a recent miscommunication you had with someone. What did you do to correct/resolve the situation?
3. Describe for me the most difficult one-on-one meeting you have had with a colleague. Why was it difficult? What did you do?
4. Give me a recent example that best shows your ability to communicate effectively.
5. Give me the best example from the last six months of how your ability to communicate has helped you to be more successful.
6. Give an example of a very complex process/situation you had to describe to someone. What specifically did you do to make sure the information was clear?
7. Describe the most difficult time you had talking with someone over the telephone. How did you resolve it?
8. What are some of your strengths in dealing with people? Tell me about the last time you used one of those strengths to resolve a conflict.
9. Describe the last time you had a really good idea and had to persuade your superior or others to accept it. What did you do?
10. Tell me about the most successful meeting you have run.
11. Sometimes explaining a new idea to someone can be difficult or even frustrating. Tell me about the most difficult time you had explaining something to a co-worker.
12. Sometimes explaining a new idea to a customer/client can be difficult or even frustrating. Tell me about the most frustrating time you had explaining something to a customer/client.

13. Tell me about a recent time when you gave someone negative feedback. What was your relationship to the person? What did you do to get your message across?
14. Tell me about a time when you had to approach management with feedback that was either negative or constructive. What happened?
15. Tell me about a time when you had to give accurate accounts of your daily/weekly/monthly status. How was this facilitated? Why did/didn't this work for you?
16. Describe how you seek to maintain two-way communication. What do you do to determine what needs to be communicated and what doesn't?
17. Tell me about a time when you needed to share important information with your boss and he/she was in a hurry and didn't have time to talk with you.
18. Tell me about a time at a staff meeting when you needed to express a point of view that wasn't in agreement with the majority of other views.
19. What are some of the worst communication problems you have experienced or observed? Give specific examples?
20. When communicating information how do you know you are getting your point across? Give me specific examples?
21. This job requires written communication between departments. What type of writing are you responsible for in your current position? Give me examples.
22. We have all had an occasion when we misinterpreted something that someone told us. Give an example of when this happened to you. Why do you think it happened?
23. Give a recent example of when you told someone to do something and they did it wrong. Why was it done wrong? What was your approach in rectifying the situation?
24. Tell me about a time you had to deliver bad news to a customer/client. How did you prepare?
25. Tell me about a time you had to deliver bad news to a patient. How did you prepare?
26. What are some of the most difficult writing assignments you have been given or have taken on yourself? Why was it difficult?

27. Have you ever written any procedures, proposals or reports for use by a client/customer or by your own organization?
28. What kind of writing have you done? Give me an example. Explain the steps you took to create piece.