

Skill Name: Problem Solving

Skill Description: Ability to identify important aspects of a problem, gather appropriate information, determine potential causes, and specify alternative solutions.

Skill Notes: Systematic approach; thoughtful and analytical; not speedy and impulsive; fact-finding, evaluation of causes and solutions, and implementation.

1. Tell me about the most difficult problem you have solved in the last year.
2. Describe a recent work situation where you demonstrated strong analytical skills.
3. Describe a recent work situation where you overcame major obstacles to get something done. What did you do and how did you go about determining the most appropriate course of action?
4. Describe the problem which has given you the greatest satisfaction in attacking, and why?
5. Give me an example where you effectively solved a critical problem for an internal/external customer/client on your job.
6. Describe a problem you solved that was beyond your own scope of responsibility.
7. Do you deal with complex problems in your current role? If so, tell me about why they are complex and give an example of how you deal with them.
8. Tell me about a problem you had to solve and while attempting to solve it you kept running into roadblocks. How did you proceed? What was the outcome?
9. Give me examples of written documentation/procedures you have initiated to resolve a problem?
10. Give me an example of when you recognized a problem before it was identified by your supervisor or internal/external customers/clients. How did you address the problem?
11. What type of approach to solving work problems seems to work best for you? Give me a recent, specific example.
12. Describe an experience that would highlight your research ability in solving a problem.
13. Describe a recent time when you had to solve a customer/client problem for which there was no prescribed solution.

14. Tell me about a complex issue or problem you have worked on recently and how you resolved it.
15. Describe a recent time when you had to think 'outside the box' to come up with a solution to a problem. How was it received?
16. Give me an example of an especially good decision you have made in your current position. What was an alternative? Why was it a good decision?
17. Give me two examples of good decisions you have made in the last year? What were the alternatives? Why were they good decisions?