



LEARNING RESOURCES, Inc.

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# AccuVision™ WORKFORCE READINESS SYSTEM (WRS) Personal Qualities

From AlignMark

## Sample Interview Guide

for  
Applicant  
SS# 123-45-6789

Interviewer's Name: \_\_\_\_\_

Summary comments/recommendations from interview:

## **ORGANIZATIONALLY SPECIFIC QUESTIONS**

In the space below, list any additional interview questions to be asked. These should include any questions needed to clarify information from the participant's resume/application, as well as questions specific to the position/organization. (Use the back of this page or insert additional pages if necessary.)

## **SUGGESTIONS FOR CONDUCTING THE INTERVIEW**

### ***Before the session begins...***

- Take the steps necessary to ensure that the session will not be interrupted. The participant should receive your undivided attention.
- Review the participant's application/resume to identify any background information that needs to be explored or clarified. List questions for these items as well as any additional questions you intend to ask on the sheet titled "ORGANIZATIONALLY SPECIFIC QUESTIONS."

### ***Starting the session...***

- Attempt to establish rapport and put the participant at ease.
- Explain the general purpose and format of the interview.
- Ask for and respond to any questions the participant may have.

### ***Conducting the interview...***

- Ask the interview questions and take notes on the participant's responses.

### ***Closing the session...***

- Indicate that all interview questions have been covered.
- Explain any relevant follow-up activities.
- Ask for and respond to any questions the participant may have.
- Thank the participant and close the session.

### ***After the session...***

- Evaluate the Organizationally Specific Questions and the AccuVision interview questions (including the oral and interpersonal areas). The following rating scale can be used for making these evaluations.

3 - More than acceptable

2 - Acceptable

1 - Less than acceptable

- Summarize the results of the interview in the space provided on the cover page.

**QUESTION**

Assume you are at work and one of your co-workers decides that he wants to leave work 15 minutes early, but does not want the manager to whom you both report to know that he is leaving early. As your co-worker is leaving he explains to you that he is leaving early and asks you to “cover for him” in case your manager comes by and asks where he is. What would you do in this situation?

(Possible probes/additional comments: Assume the Manager comes by and asks you directly where your co-worker is. What would you say? What would you say to the co-worker before he leaves?)

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**SAMPLE EFFECTIVE BEHAVIORS**

1. Indicating disagreement with the co-worker’s deceitful actions
2. Informing the co-worker he/she will not lie to the manager
3. Indicating that he/she will tell the manager the true story

**SAMPLE INEFFECTIVE BEHAVIORS**

1. Seeing nothing wrong with the co-workers behavior (e.g., it’s not my business)
2. Agreeing to “cover” for the co-worker or play dumb if questioned by the manager
3. Indicating disagreement with the co-worker’s actions, but a reluctance to state views to the co-worker

**RATING FOR RESPONSE:** \_\_\_\_\_

**QUESTION**

Assume that you work in a large Department Store and that your manager just told you to take your morning break. Your break is only fifteen minutes long and you need to be back at your work station in exactly fifteen minutes. You are on your way to the break room when a customer approaches you and asks you where she can find picture frames. You know that picture frames are on the completely opposite side of the store, in the Home Furnishing section, and are pretty difficult to find. How would you deal with this customer?

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***SAMPLE EFFECTIVE BEHAVIORS***

1. Cutting the break short and walking the customer over to the location of the picture frames
2. Attempting to locate a co-worker who can take the customer to the picture frames

***SAMPLE INEFFECTIVE BEHAVIORS***

1. Telling the customer you are “on break” and cannot help them right now
2. Simply telling the customer that picture frames are located in the Home Furnishing section of the store and providing no more direction or suggestions

**RATING FOR RESPONSE:** \_\_\_\_\_

**QUESTION**

Assume that you work in a store where you are required to clock into work using a time card. You arrive at work and are on your way to clock in when a customer approaches you and asks for help. After helping the customer for about five minutes, you then go to the time clock to clock into work. Your manager notices that you are a few minutes late clocking into work and politely reminds you that it is important that you get to work on time. How would you deal with your manager?

**IF** the interviewee would explain that he/she was late clocking in only due to the fact that a customer was being helped, follow up your question with the following: *Okay, then suppose that your manager says that helping the customer was good, but that in the future you need to clock in before you perform any work activities. What would you then say or do?*

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**SAMPLE EFFECTIVE BEHAVIORS**

1. Initially explaining why he/she was late clocking in vs. indicating he/she would disagree that he/she was “late”, just agreeing with the manager, etc.
2. Seeking additional clarity regarding why clocking in before performing any work activities is important

**SAMPLE INEFFECTIVE BEHAVIORS**

1. Indicating an overly aggressive need to “correct” the manager’s perception that he/she was “late”
2. Simply agreeing with the manager’s initial comments and not explaining the situation (e.g., “whatever”, etc.)
3. Asking no questions regarding why clocking in first is important

**RATING FOR RESPONSE:** \_\_\_\_\_

**QUESTION**

Assume that you work in a company that does commercial printing. Your supervisor asks you to show a new employee how to operate the large hole-punch machine in the shop. You know a little about the hole-punch machine from having seen other employees operate it a few times, but you have never actually operated it yourself. How would you handle the situation with your supervisor?

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***SAMPLE EFFECTIVE BEHAVIORS***

1. Candidly informing the supervisor of own knowledge and experience with the equipment
2. Asking the supervisor to be trained on the equipment at the same time as the new employee

***SAMPLE INEFFECTIVE BEHAVIORS***

1. Accepting the assignment and attempting to simply do “the best you can”
2. Simply suggesting the supervisor have someone else do the training activity, since he/she is not very familiar with the equipment

**RATING FOR RESPONSE: \_\_\_\_\_**

**QUESTION**

Assume that one of your co-workers, with whom you are somewhat friendly, is currently undergoing a divorce and often wants to talk with you about personal problems he is having because of the divorce. However, the supervisor that both you and the co-worker report to has told you that he (the supervisor) believes you and the co-worker have tended to spend too much time talking and need to pay more attention to your work. How would you deal with your co-worker?

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**SAMPLE EFFECTIVE BEHAVIORS**

1. Indicating an awareness and potential willingness to use non-work time (i.e., breaks, lunch time, after work hours, etc.) for such discussions
2. Recognizing the need to inform the co-worker of the need to decrease personal conversation time in a sensitive manner

**SAMPLE INEFFECTIVE BEHAVIORS**

1. Overreacting – i.e., telling the co-worker “I can’t talk to you any more”, etc.
2. Dealing with the co-worker in an insensitive manner – i.e., your problems are getting me in trouble, etc.
3. Suggesting the supervisor talk to the co-worker directly about the problem – i.e., it’s the co-worker, not me that always wants to talk, etc.

**RATING FOR RESPONSE:** \_\_\_\_\_

## LISTENING

No questions are asked for this area. Rather, the participant is evaluated based on behaviors observed during the overall interview session.

NOTES: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### ***SAMPLE EFFECTIVE BEHAVIORS***

1. Gave the interviewer his/her full attention when the interviewer was speaking – looked in eye, avoided fidgeting, etc.
2. Asked for clarification, if necessary
3. Answers reflected a general comprehension of the question being asked
4. Body language indicated alertness and attentiveness throughout the session

### ***SAMPLE INEFFECTIVE BEHAVIORS***

1. Fidgeted, seemed distracted, bored or distracted at various times
2. Answers to questions reflected a basic misunderstanding of the question

**RATING:** \_\_\_\_\_

## ORAL COMMUNICATION

No questions are asked for this area. Rather, the participant is evaluated based on behaviors observed during the overall interview session.

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### ***SAMPLE EFFECTIVE BEHAVIORS***

1. Expressed comments in a concise manner
2. Enunciated clearly
3. Spoke in a fluid manner
4. Looked at the interviewer when speaking
5. Used gestures to emphasize points
6. Expressed ideas in an easy to understand manner
7. Used proper grammar
8. Used voice inflection to emphasize points

### ***SAMPLE INEFFECTIVE BEHAVIORS***

1. Rambled on or was overly wordy
2. Had slurred speech
3. Was overly hesitant or choppy when speaking
4. Failed to maintain eye contact when speaking
5. Expressed ideas in a manner that was difficult to follow and/or understand
6. Made grammatical errors
7. Spoke in a monotone and/or failed to use gestures

**RATING:** \_\_\_\_\_

## **INTERPERSONAL**

No questions are asked for this area. Rather, the participant is evaluated based on behaviors observed during the overall interview session.

NOTES: \_\_\_\_\_  
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\_\_\_\_\_

### ***SAMPLE EFFECTIVE BEHAVIORS***

1. At the start of the session, offered a polite and enthusiastic greeting
2. As appropriate, used amenities such as “please” and “thank you”
3. Maintained a polite, courteous, and enthusiastic demeanor during the session
4. Actively listened to the interviewer’s comments (e.g., maintained eye contact while listening, nodding while listening, etc.)
5. At the close of the session, expressed appreciation of the interviewer’s time and consideration

### ***SAMPLE INEFFECTIVE BEHAVIORS***

1. Asked questions in an abrupt or curt manner
2. Displayed little enthusiasm or politeness

**RATING:** \_\_\_\_\_

**For more information about this program, please contact:**

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