

NCK Inc. Interview Guidelines

You can use behavioral-based questions to help you select superior candidates. Ask questions that help you identify whether the candidate has the behaviors, skills, and experience needed for the job you are filling, and that illuminate the candidate's strengths and weaknesses. Don't let the interview turn into a chat session. If you find your discussion straying off course, or eliciting information you don't want about potential job discrimination topics, bring the discussion quickly back on topic by asking another job-related question. If a candidate offers information, such as, "I will need a flexible schedule because I have four children in elementary school," you can answer the question. Do not, however, pursue that topic further.

Illegal Job Interview Questions

These include any interview questions that are related to a candidate's:

- Age
- Race, ethnicity, or color
- Gender or sex
- Country of national origin or birth place
- Religion
- Disability
- Marital or family status or pregnancy

Seemingly innocuous interview questions such as the following are illegal.

Sample Illegal Job Interview Questions

- What arrangements are you able to make for child care while you work?
- How old are your children?
- When did you graduate from high school?
- Are you a U.S. citizen?
- What does your wife do for a living?
- Where did you live while you were growing up?
- Will you need personal time for particular religious holidays?
- Are you comfortable working for a female boss?
- There is a large disparity between your age and that of the coworkers. Is this a problem for you?
- How long do you plan to work until you retire?
- Have you experienced any serious illnesses in the past year?
- Do you have any physical or mental disabilities?
- When are you planning to have children?
- What country are you from?
- Do you drink or smoke?

Sample Job Interview Questions

- Tell me about yourself?
- Why do you want to work here?
- Why do you think you'll be a good fit for this position?
- What are your greatest strengths and weaknesses?
- Can you give me an example of a time when you exceeded expectations?
- How would you deal with unhappy customers?
- What kind of interaction would your ideal boss provide?
- Can you tell me about a time you resolved a conflict?
- Can you give me an example of a time when you had to make a quick decision?
- What are your goals for the next few years? How do you plan to achieve those goals?
- What are you truly passionate about?
- How do you believe your current skill set will contribute to the success of the business?
- What motivates you?
- What have you done that demonstrates initiative and willingness to work?
- Give me an example of what drives you nuts?
- How do you handle stress and pressure?
- What actions or support, do you think make a team function successfully?
- What accomplishments are you most proud of and why?
- Which skills have you acquired that make you competitive for this position?
- Describe a high-pressure situation you have been in recently. How did you cope with it?
- Why should we hire you?
- What type of schedule are you looking to work?

Previous Employment Questions

- Describe Your Current (or Most Recent) Position
- Why are you planning to/did you leave that position?
- Are you doing a good job? How do you know?
- How do you define success in your job?
- How would your coworkers describe you?
- What do/did you like best about that position? What do/did you like least?
- What do you do differently from other people in the same position?
- Have you ever recognized a problem before your boss or others in the organization? How did you handle it?
- What do you do in your job that is not covered in your job description?
- We've all had occasions when we were working where something just "slipped through the cracks." Can you give me • some examples of when this happened to you? Cause? Result?
- Give me some examples of doing more than required in your job?
- What new ideas or suggestions have you come up with at work?
- Have you found any ways to make yours or other employees' jobs easier or more rewarding?
- What did you do to change the aspects of your job that you dislike?
- What pressures do you feel in your job? How do you deal with them?
- Tell me how you maintain constant performance while under time and work load pressures.
- Describe times in the past year when you have been most upset with yourself at work.
- Describe times in the past year when you have been most upset with someone else at work.
- Describe the last time a person at work (customer, co-worker, boss) became irritated or lost his/her temper. What did they do? How did you respond? What was the outcome?
- Tell me about some situations in which you became frustrated or impatient when dealing with customers, co-workers, or your boss. What did you do?
- In your career, what has been your greatest disappointment?
- We've all lost our temper at one time or another. Describe for me the last time you lost your temper. What had occurred? How did you respond?
- Give me an example of when your ideas were strongly opposed by a co-worker or supervisor. What was the situation? What was your reaction? What was the result?
- Describe some situations when you wished you had acted differently with someone at work.