

# SalesPersona

**DRIVE**

## Interview Guide



We are not always realistic when it comes to setting personal goals. When was the last time that you set an overly ambitious goal for yourself that you did not achieve? When you could not achieve it, how did you react?

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Describe a situation in which competition caused you to try to improve your performance. What was the outcome? How did you feel about competing with others?

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Sometimes we find ourselves in a position where there are several competing demands on our time -- for example, at work or at school, several important projects may be going on at the same time. Tell me about a time when you were in such a situation. How did it make you feel? How did you deal with so many demands on your time?

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Tell me about a time when you had to work quickly to get something accomplished. How did you feel about working under pressure?

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Some work or school environments are slow-paced and leisurely. Others are fast-paced and hectic. What is the fastest-paced environment that you have ever been in? How did you feel about being in such a fast-paced environment?

Sometimes when we are in a hurry, we tend to rush through things, perhaps not taking as much care as we should. As a result, we might end up having to do it all over again, or we live with an outcome that we are not proud of. Tell me about a time this happened to you. What could you have done differently?

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Tell me about the most recent time you worked on your own without direct supervision -- for example, on the job or as a volunteer. How did you feel about working on your own?

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Have you ever worked harder than usual to accomplish something you really wanted? How did it work out? Were you successful?

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## OPENNESS Interview Guide



You have been informed that your company is changing to a new computer system within the next six months. There will be little training offered on the new system, and employees are expected to learn the information mostly on their own. What steps would you take to learn how to use the new system? What would you find most challenging about the changeover to the new computer system?

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Describe a time when you had to change your plans at work abruptly to take care of a critical situation. What precipitated the change in plans? To what extent did the change affect your work? How difficult was it to "switch gears" so quickly? How did you feel about having to make the change?

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Tell me about a time when you came up with an unusual solution to a problem. What was the problem? What was your solution? What steps did you go through to develop this solution?

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Describe a new method or approach you have developed to make your work more efficient. What area of your work needed improvement? What method or approach did you implement? How did you get the idea for the new approach/method? How successful has the new method been?

Some difficult problems can seem impossible to solve. Tell me about a situation in which you tried to solve a problem but had to give up. How did that make you feel?

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Sometimes it is easier to "sit tight" and do nothing instead of tackling a difficult problem or situation. Can you tell me about a difficult situation in which you took action, even though the best response was unclear? Would you do anything differently the next time?

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Describe the last time when, on your own, you sought training to improve your skills. Why did you want to improve your skills? What did the training process involve? Has the training helped you? In what ways?

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Give me an example of a time when you had to learn a difficult new task. What type of task were you asked to learn? How much did you know about the task prior to learning it? How quickly did you learn the new task? Did you enjoy learning something new?

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## AUTHENTICITY

### Interview Guide



“Eventually, every sales person has to deal with rejection. Tell me about a time that you had to accept rejection and what did you learn for future situations?”

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Can you describe a work incident where you were totally honest, despite a potential risk or downside for your honesty?

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Describe a time when you were dealing with a person at work (either a customer or fellow employee) who was upset about the service you had provided. What were the circumstance surrounding the situation? What was your reaction to the person? What were the steps you took to resolve the situation? How would you handle the situation differently today?

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Think of a time when you observed someone making a mistake. What did you do? Did you tell the person they were making the mistake? If yes, when? If no, why not? How did you inform the person of the problem? How did the person respond?

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What would you do if you were given criticism for something a coworker was actually responsible for? How would you handle the situation?

Describe a time when you had to own up to a mistake you made at work. Were you honest? Why or why not? What was/would have been the consequence if you had been dishonest? Describe how you think your peers would have handled the situation.

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We have all put off telling the truth on occasion because it was difficult. Tell me about a time you were reluctant to tell a truth to someone even though you knew you should. What was the situation you didn't want to talk about? Did you ever talk about it? Why or why not? What did you learn from this experience? Describe any consequences you faced by deciding to wait.

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Occasionally, we all make mistakes. Tell me about a recent mistake that you made on the job (or in school). What was the mistake? How did it happen? Did you need to inform anyone about the mistake? What steps did you take to rectify the problem? What did you do after that time to be sure the mistake wouldn't happen again?