

Sample Question Scoring Guide

Tell us about a time at work when you were not exactly sure, but you suspected when you told someone something, they would be hostile and even aggressive toward you. How did you prepare for the confrontation? What did you learn from that experience?

Competencies:

- Self-awareness (emotional awareness, self-confidence)
- Adaptability (resilience in the face of adversity, adapt styles and switch gears, open to new information)
- Interpersonal relations (respects and relates well to others, cares for others)

Unacceptable responses:

- Cannot come up with an example
- Avoids or minimizes confrontation
- Escalates conflict through own behavior
- Takes action which is counter-productive
- Shows no evidence of learning from the experience
- Escalates conflict through own behavior
- Takes action which is counter-productive
- Shows no evidence of learning from the experience

Average responses:

- Provides detailed description of incident
- Develops a plan of action with some reasoning, but few options
- Describes what was learned

Outstanding responses:

- Develops alternative strategies based on what person might do
- Puts self in other's position, understanding of other's perspective
- Understands impact of other person's emotions on self and of own emotions on the other person
- Maintains an open mind during incident and changes approach as needed
- Describes what was learned and how future responses affected