

Driver Interview Questions

Name: Tony Sample

Date: Tuesday, July 30, 2002

COGNITIVE:

Select the questions from this area that you feel are important to job performance:

1. People who learn very quickly tend to communicate very quickly also. Give me an example of how you have adapted your speed of communication to better communicate with someone else.
2. Once the challenge of learning a new job is past, the day-to-day routine can become boring to someone who learns quickly. Give me an example of what you have done in previous positions to challenge your abilities.
3. Give me an example from your experience in which you have used your ability to think quickly to your advantage.
4. Give me an example from your experience in which your ability to think quickly has been a problem.
5. Give me an example of how you make certain that other people understand your ideas.
6. Give me an example of strategic issues that you have dealt with in the past. Give me an example of tactical issues that you have dealt with in the past. Is strategic thinking or tactical thinking your strength?

RULES:

This is a very challenging area! It is recommended that you ask all of the questions in this group for a thorough interview.

1. How do you interpret the statement, "Rules are only guidelines."
2. Give me an example of how you have used consistency and routine to achieve one of your goals.
3. Finding a better way is not always productive. Give me an example of how you have made a mistake by trying to improve something.
4. Give me an example of how you have dealt with a policy that you considered to be inefficient.

EXTROVERSION:

Select the questions from this area that you feel are important to job performance:

1. It is clear to see that you enjoy talking. Give me an example of how you have used that talent in your job.

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2. Give me an example of how you have communicated your level of attention to others.
3. How can you tell when you are really listening to what someone is saying?
4. Give me an example of how your enthusiastic stories have caused problems for you in the past.
5. Give me an example of how you have made others feel special.

ASSERTIVENESS:

Select the questions from this area that you feel are important to job performance:

1. Give me an example of how you have dealt with a highly confrontational situation with another driver.
2. When people ask for opinions, they sometimes want honest, direct answers and sometimes they want tactful, supporting answers. Give me an example of how you tell which type of answer is appropriate.
3. Some bosses can often be demanding. Give me an example of your most difficult experience with a demanding boss.
4. Give me an example of how you have had to refuse a customer's request.

TEAM:

This is a very challenging area! It is recommended that you ask all of the questions in this group for a thorough interview.

1. Sometimes it is necessary to choose between being right and getting what you want. Give me an example of how you have let someone else be "right" even though you disagreed.
2. Give me an example of how you have worked together with co-workers to deliver a higher level of productivity or quality than you could alone.
3. Give me an example of when you were really motivated to a high level of performance. What kind of recognition did you receive?
4. Describe a time when another driver cut you off. What did you do?
5. Give me an example of how you have kept score of your performance.

SENSITIVITY:

This is a very challenging area! It is recommended that you ask all of the questions in this group for a thorough interview.

1. Give me an example of when a boss or co-worker has taken out his frustration on you. How did you feel? What did you do?

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2. Give me an example of how you have dealt with a stressful situation.
3. Give me an example of how you have had to “trust” what a co-worker was telling you.
4. Give me an example of a situation in which you have had to work with new or untrained co-workers. What did you do?

ORGANIZATION:

Select the questions from this area that you feel are important to job performance:

1. Give me an example of how you insure that your follow up is timely and accurate.
2. Give me an example of how you plan your priorities on a typical day.
3. How do you keep up with the details of a customer’s requests or comments? Give me an example of when this did not work.
4. Describe a time when you had continual interruptions during the day. How did you handle it?