


Structured Interview: Example Question

A vertical strip on the left side of the slide shows a close-up, slightly blurred view of the American flag, focusing on the stars and stripes.

Competency: Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Lead Question: Describe a situation in which you dealt with individuals who were difficult, hostile, or distressed.

Probing Questions: Who was involved? What specific actions did you take? What was the outcome?

Structured Interview: Example Rating Scale

Proficiency Level	1- Low	2	3-Average	4	5- Outstanding
Benchmark Definition	Handles interpersonal situations involving little or no tension or discomfort ...		Handles interpersonal situations involving a moderate degree of tension or discomfort ...		Handles interpersonal situations involving a high degree of tension or discomfort ...
	Example 1	Example 2	Example 3	Example 4	Example 5
Behavioral Example	Refers employees to the appropriate staff member ...	Works with others on a cross-functional team ...	Establishes cooperative working relationships with managers ...	Facilitates an open forum to discuss employee concerns ...	Diffuses an emotionally charged meeting with external stakeholders ...