

SPART INTERVIEW QUESTIONS

Statement Overview:

Tell your role/contribution in relation to the problem you faced with specific numbers for the results achieved. Example of how to set up Overview:

“I would like to tell about the time in my role as (*position title, team member*) I (*action verb*) the (*action results*) of the (*problem*).”

“I would like to tell you about my contribution to the team / project ...”

Problem:

- What was the situation or problem you were faced with?
- When and where did this occur?
- What is the time frame of the story? Days, Months, Years?
- How did you get involved in the situation?
- What was your initial reaction to becoming involved in the situation? Reluctant? Challenged?
- Describe who was involved and what tools or materials were used.
- What methods did you use to assess the problem?

Actions Taken:

- What specific actions did you take to attack the problem?
- Who was involved and how did you interact with them? Team? Critics? Mentors? Internal/External Customers, Stakeholders?
- What was your role in relation to the team?
- What were your thoughts, decision-making process?
- How did you deal with inner fears/self-doubt?
- What battles did you fight? How did your manager help fight at higher level to support your efforts?
- Testing: What problems encountered? Did it work the first time? Scope?
- How did you arrive at solutions?
- Did you discover a new way of thinking/ideas?
- How did you deal with staff reluctant to change/implementing the new idea/procedures?

Results Achieved:

The most critical part of your story is the result.

- How did you implement new ideas?
- What did you learn?
- Need to quantify results with numbers (#), percentages (%), and/or dollars (\$).
- What was the impact of the result on the organization or customer?

Tie-In:

- What skills did you use in this story relate directly to the position you are applying for?
- How does this story/experience relate to the position and company?

EXAMPLE QUESTION: *Describe an improvement you personally initiated.*

Statement Overview:

I would like to tell you about my role as the (Career One Stop Workshop Team Leader), I (initiated) the (creation) of a (catalog of detailed narratives of all partner workshops).

Problem

The 4 Organizational Partners were all conducting various training workshops and customers were asking staff for the description of what material would be covered. None of the staff knew what any of the workshop were about.

Actions

I came across a catalog of workshops from a school and thought that the center should develop a catalog for staff. I discussed the idea of a catalog with my Director and lead customer service representative. I explained the catalog format listing each workshop with a description and a minimum of 3 learning points. I was told to bring this to the Center's Workshop Team. I presented the idea to the team, received buy-in from all members and created a draft copy within 2-3 months. I then presented the catalog to the 4 agency directors who approved the catalog for print.

Results

Catalog identified over 65 workshops with 1,000 copies printed. Copies were given to all staff and posted on the Center website. It was well received by the Center Advisory board member's (each one wanting copies), all Center staff were now knowledgeable of each partner's training and could refer clientele, plus the customers thoroughly enjoyed it. The catalog turned out to be a great marketing tool as well.