

SAMPLE
 Interview Guide
 Service (to colleagues, customers)
 Action-Orientation

| Question | Interpretive Guide: |
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| | Situation: Timing: Action: what did the individual do? Result: outcome: successful or unsuccessful? Impact on others? Perspective: awareness of impact on organization, others, self (present, future) |
| How do you define “Work Standard?” What is (or are) your personal Work Standard(s)? | Does he understand the value of setting a standard? What is it/are they? Does she meet the standards she sets? Does he expect others to meet his standards? |
| You have some unscheduled time at work. What do you do? | Does he actively seek work, improvements, actions to benefit self, team, etc.? |
| Describe a significant situation you have handled for which no organizational protocol (i.e., rule) existed? | Is she willing to make a decision without waiting for instruction, permission – when appropriate? Does she understand when such decision making may be appropriate – vs too hesitant or too overextended? |
| You take a call from a Customer who has a question you have not handled before. What resources do you go to (first) to serve the Customer? | Is the first go-to asking a colleague? Or does the individual recognize there are (other) tools available, which serve the customer and do not interrupt others? |
| You have worked with a Customer on the phone on a difficult issue. You believe the solution worked. Later in the day you hear from your Supervisor – or from the same Customer – that you were “wrong,” and there were some resulting difficulties for that Customer. How do you respond (what do you say, what do you do)? How do you feel? | Does he understand the value of appropriately accepting fault in order to address the Customer and to smooth frustrations? |