Community Champion Interview Questions

The questions below and corresponding answers with components to listen for should help to identify candidates who would be a good fit for the Community Champion role.

These questions should result in an interview that lasts about a half hour to forty-five minutes in length.

1. Tell me a bit about your work background, and then give a description of how you think it relates to the Community Champion position
   1. *Listen for an analysis of the position- and an ability to relate past experiences to this role.*

Evaluation category: Prior Work Experience

1. Why are you interested in this role?

Evaluation category: Candidate Enthusiasm

1. In terms of communication (face-to-face, phone, e-mail, instant messaging, texting), when might you use each?
   1. *Listen for sound reasons for each type of communication/appropriateness of medium as related to message content*

Evaluation category: Communication

1. Have you ever given a presentation to a group? How did you prepare for it? What was successful and would you do differently?
   1. *Listen for self-awareness, ability to learn from experiences*

Evaluation category: Prior Work Experience

1. Suppose two team members have difficulty communicating with each other, but you understand both. Would you try to help the two understand each other better? If so, how?
   1. *Listen for communication skills, collaboration, mediation*

Evaluation category: Team Building/Interpersonal/Collaboration, Leadership

1. How do you define good communication?
   1. *Listen for keywords- active listening, body language or non-verbal communication, clarity, clear, concise language/message, confidence, empathy, friendliness, respect, openness to feedback, other specific keywords that are important to YOUR organization (related to your organizations core values, or mission/vision).*

Evaluation category: Communication

1. Describe a situation where your work was criticized. How did you react?
   1. *Listen for self-awareness, ability to admit mistakes and take accountability, flexibility to change, seeks feedback*

Evaluation category: Team Building/Interpersonal/Collaboration

1. Tell me about a time when you organized, managed, and motivated others on a complex task from beginning to end.
   1. *Listen for logical chronological order, ability to explain a process start to finish in detail*

Evaluation category: Prior Work Experience, Leadership

1. What have you done when faced with an obstacle to an important project? Give me an example.
   1. *Listen for problem solving, analytical thought process, seeking input*

Evaluation category: Initiative

1. How do you analyze different options to determine which is the best alternative?
   1. *Listen for analytical thought process, reasoned approach, seeking*  *input form others, decisiveness*

Evaluation category: Team Building/Interpersonal/Collaboration, Communication, Leadership, Initiative

1. Tell me about a time when you participated in developing your departmental or organizational business strategy. What was your role? How did you approach it?
   1. *Listen for leadership, analytical thought process, collaboration, seeking input, seeking feedback*

Evaluation category: Prior Work Experience, Leadership, Team Building/Interpersonal/Collaboration

1. The project is brought to a lull (or worse, a halt) due to a loss of momentum and engagement. What are your next steps to get things back on track?
   1. *Listen for problem solving skills, leadership skills, motivational skills,*  *collaboration, creative ideas for reinvigorating a group*

Evaluation category: Initiative, Leadership, Team Building/ Interpersonal/Collaboration

1. Give an example of how you stay organized when juggling multiple tasks.
   1. *-Listen for analysis of tasks, ability to prioritize, ability to adjust, change based on organizational priorities*

Evaluation category: Initiative, Leadership, Team Building/ Interpersonal /Collaboration

1. What would be the most difficult aspect of being a Community Champion for you?

Evaluation category: Candidate Enthusiasm, Prior Work Experience

Evaluation category: Team Building/Interpersonal/Collaboration, Leadership

1. Do you have any questions for me?

Some helpful hints for a successful interview:

* As an interviewer you should only speak about 20% of the time. Give the applicant the opportunity to do most of the talking. If the applicant resists, encourage them to provide more information but DON’T lead the applicant.
* Ask the same questions of all applicants.
* When speaking about the position, remember to speak in the third person. Use phrases like “The successful applicant will be able to complete objectives on time.” Or “The applicant hired will have to start on this Tuesday.”
* Review the applicant’s resume prior to the interview.
* Take notes.
* Demonstrate unconditional positive regard (do not indicate judgment about answers).
* Ask probing follow up questions if needed.
  + What exactly did you do?
  + What was your specific role in this?
  + What challenges did you come across?
  + Why precisely did you do that?
  + Why exactly did you make that decision?
  + Listen to the full answer before asking the next question.
  + Ask only job-related questions- steer clear of personal, private or potentially discriminatory questions.
  + Repeat the question, if necessary, but do not rephrase it.

Interview Process

* Greeting
* Introduction- describe position, including its duties, benefits, and challenges
* Describe the expectations of the position and what are the factors for success
* Interview Questions
* Answer applicant’s questions
* Describe next stages of selection process
* Follow-up with all applicants by phone, mail, or email after making final decision