**Legal**

Preliminary Statements:

• Thank you for your time.

• We have a list of questions we have prepared and will ask every applicant the same questions.

• We will go through each question, then give you the opportunity to ask a few questions.

• If you are ready to get started, let’s begin.

1) How long did you study to pass the certification exam? What was your process for gaining the knowledge needed? This question will tell you how the applicant approached the process of certification. Did they just "wing it" and take the test, being that confident in their knowledge? Did they cram it all into one week, or did they methodically plan the studying process by setting goals and making progress in a linear fashion?  Look for insight into their studying style to acquire the knowledge necessary for the exam. Did they engage in study groups, online courses, or study on their own?

2) What was your study style like in high school (or college)? This question may reveal difficulties of balancing academics and extracurricular activities. Pay attention to how the applicant to learned about their studying style and how the mitigated any challenges.

3) What are some examples of legal and compliance issues you need to keep in mind in your current position? Legal issues or compliance issues are involved in most jobs. The applicant should be able to tell you about legal implications such as safety, privacy of customer information, security, or industry-specific regulations that impact their job. This will let you know if they understand the "big picture" of how they contribute to sound, legally compliant operations.

4) What legal issues have you encountered in your job and how did you work to resolve them? This question will determine how much experience and knowledge the applicant has in dealing with legal issues that inevitably arise in many positions, from HR to financial specifically and to all managers more generally. Ask this question to see how much understanding the applicant has about the possible legal issues involved in their work.

5) Could you list three of your greatest achievements on the job to date? Why do you consider those to your greatest achievements? The answer will tell you the applicant's views on their achievements to date. Are these achievements in line with the job they are applying for?  If not, the job may not meet their motivational needs.

6) Tell me about your confidence level in a specific skill. How did you gain confidence in that area? This question provides the opportunity to showcase a specific skill or expertise.  Look for confident answers and an awareness of how this skill or expertise has helped them in their career.

7) What steps have you specifically taken to continuously hone your skills and abilities? Look for a combination of courses, readings, conferences, user groups, and other ways to continuously learn new skills.

8) Could you tell me about a presentation you had to prepare for in the past? What was the presentation on, and how did you go about preparing for it? The applicant should tell you about how they organized their thoughts, used props or audio/visual support, and presented a professional presentation. Look for an understanding of how to engage their audience and address their needs.

9) Could you give me an example of the best piece of writing (i.e. a written document, report, or email) you've done at your current job? Your worst? Why do you consider each your best and worst, respectively? Contrasting examples will provide an example to highlight an effective and less effective example. You could even ask the applicant to bring in examples of their writing and have them tell you why the examples were or were not effective and how they might edit them.

10) Tell me about a time when you may have made a mistake in a written document, report, and/or email. What was the error, and how did you rectify it? Grammatical or typographical errors are one thing, but factual information is another. Look for ways that they fixed the error, whether they were upfront about it and took ownership.

11) How do you ensure accountability in your professional life? Please give an example. When interviewing a possible employee, it is important to know how they go about doing their work. As such, it is good to know what processes and steps they take to ensure the quality of their work. Any example the interviewee gives should be relevant and relatively uncomplicated.

12) Could you give me an example of a time when you made a commitment and were unable to follow through? Were you able to fix the problem in the end? What did you learn from the situation? Sometimes, we are unable to follow-through on the things we've committed to for a variety of reasons, be they personal, medical, or professional. Look for whether the interviewee still had the initiative to do their best to help despite complications. Even if they were unable to contribute much at all, oftentimes the attempt to help and continue working even while struggling with an adversity says volumes about a person's character. Be aware of mental health issues, medical issues, and personal issues.

13) Could you give me an example of when you faced an ethical dilemma? What was your response? The applicant may not want to reveal an ethical dilemma.  But any small example will suffice.  Look for proactive ways of responding to the situation.  What did they do?  Ignore or avoid or bring up the issue in an appropriate way?

14) What would your colleagues say about your level of professionalism? Asking the interviewee what their colleagues' opinion of them and their professionalism offers the interviewer a chance for a more objective answer that can be checked at a later time.

15) Could you tell me about a time when you had to speak up against an idea? How did you present your opinion? The answer will demonstrate the level of confidence an applicant has, particularly if they spoke up with higher level employees. Ensure that the applicant is answering for a specific example rather than answering about how they might hypothetically handle it.

16) Could you tell me about a dilemma you encountered in your last job? What was the result? Look for an answer that demonstrates a methodical approach to identifying and analyzing the problem before the solution is determined.  Determine whether this solution is similar to one that may be encountered in this job.

17) Could you give me an example of a time when you mediated a disagreement? Look for responses that indicate a positive approach to problem solving and avoid examples where the applicant avoided or ignored conflict, or placed blame on other individuals for the conflict. Did they act appropriately to mediate the conflict?

18) Could you give me an example of a time when you had to work a minimum of direction or guidelines? How were you able to ensure that you were on target? Some people wait for directions, others manage up and get the information they need.  Look for someone to set clear goals and objectives, assign roles and responsibilities, and take the initiative, demonstrating assertiveness and confidence, without being too bold.

Points to Wrap Up:

• What questions do you have for me?

• Next steps…

• Thank you for your time. We appreciate it very much.