



# The Interview Process

## Core Question Bank

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## SOUTHEASTERN'S CORE QUESTION BANK

This document provides options for different questions which could be asked by the Hiring Manager as part of our conversation with you. We do not require you to plan a response to all the questions. Take time to review your past experiences and identify a number of different examples in advance that could fit a range of questions and demonstrate your skills, experiences and potential. This will help you think about WHAT you might say.

To prepare for your interview, you will receive a Candidate Guide. This describes the STAR framework, which is a great way of answering interview questions. This will be useful to help you think about HOW you will answer the questions and have a great conversation with our Hiring Manager.

## SOUTHEASTERN'S WAYS OF WORKING

The questions are aligned to our Ways of Working, seen opposite: We Show we Care; We Think 'What If' and We Make Great Things Happen. They are designed to help you think about and highlight your experiences.

### WE SHOW WE CARE

- I put myself in the shoes of customers and colleagues, and proactively respond to their needs
- I listen to understand, and I am open to differing opinions
- I embrace diversity and adapt my behaviour to increase inclusion
- I develop meaningful, supportive relationships with customers and colleagues
- I treat everyone with respect and encourage others to do the same

### WE THINK "WHAT IF?"

- I provide alternative solutions to overcome difficult situations.
- I am brave and curious to understand the wider context beyond my role
- I identify and explore possibilities, considering both the bigger and smaller picture
- I influence colleagues across the organisation to test and share ideas and align them to our goals.
- I apply a "keep it simple" approach to how I think about, organise and communicate the way forward.

### WE MAKE GREAT THINGS HAPPEN

- I deliver results with pace and urgency when required and 'give it a go' while staying safe.
- I take ownership for overcoming challenges to 'see it through'.
- I openly share knowledge, information and experience.
- I collaborate with colleagues to deliver as a team, as well as individually.
- I look for opportunities to learn and improve the organisation and myself personally

## WE SHOW WE CARE

**I put myself in the shoes of customers and colleagues, and proactively respond to their needs**

Give me an example of when you have gone out of your way to help a customer or colleague.

Tell me about a time when you have received excellent service or support from someone (this may be as a customer or as a colleague)

**I listen to understand, and I am open to differing opinions**

Tell me about a time it was important to demonstrate you were really listening to someone?

Please share an example of when you have been presented with a view that differed from your own.

**I embrace diversity and adapt my behaviour to increase inclusion**

Tell me about a time when you interacted with people from different cultures and backgrounds to yourself

Please give me an example of a time when you have noticed that someone in your team/ workplace didn't feel included or like they "belonged" there.

**I develop meaningful, supportive relationships with customers and colleagues**

Talk me through a time when you have had a difficult relationship with someone at work

Tell me about the most positive working relationship you have had with a manager or supervisor

**I treat everyone with respect and encourage others to do the same**

Please share an example where you have witnessed another person (either a customer or colleague) being treated disrespectfully

Tell me about a time you have had to resolve a difference of opinion with a colleague/ customer/ supervisor

## WE THINK 'WHAT IF?'

**I provide alternative solutions to overcome difficult situations.**

Tell me about a time when you had to think creatively to solve a complex problem.

Describe a situation where you received criticism for your solution to a problem.

**I am brave and curious to understand the wider context beyond my role**

Give me an example of when you have had to complete a task or project that was beyond your immediate remit

Please tell me about a time that you had to deal with a situation or resolve a problem and you didn't have all the required information

**I identify and explore possibilities, considering both the bigger and smaller picture**

Tell me about a time your curiosity led to an innovative change in processes or products

Describe a time when you have used innovation or creativity to improve something at work

**I influence colleagues across the organisation to test and share ideas and align them to our goals.**

Tell me about a time you were involved in ensuring that colleagues ideas were shared and heard during a project/ task/ role

Tell me about a significant challenge you have had in a previous role. How did you use your influence to resolve it?

**I apply a "keep it simple" approach to how I think about, organise and communicate the way forward.**

Describe a situation when you had to have a difficult conversation with a colleague.

Please give me an example of how your planning has led to a successful outcome

## WE MAKE GREAT THINGS HAPPEN

**I deliver results with pace and urgency when required and 'give it a go' while staying safe.**

Tell me about a time you felt pressure to sacrifice quality/ safety in order to meet pressing deadlines or other demands.

Tell me about a time when you have had to deliver at pace on a project/ task and haven't had all the information you needed

**I take ownership for overcoming challenges to 'see it through'.**

Tell me about a project that you have planned.

Tell me about a project/ task you were responsible for that went "off track"

**I openly share knowledge, information and experience.**

Tell us about a project or task you have been involved in which relied on you effectively sharing knowledge and information with others

Give an example of a time when you had to make a difficult decision based on conflicting information.

**I collaborate with colleagues to deliver as a team, as well as individually.**

Tell me about one of your favourite experiences working with a team and your contribution.

Please share an example of when your collaborative skills have helped your team to be successful.

**I look for opportunities to learn and improve the organisation and myself personally**

Tell me about your most recent piece of learning (at work).

Describe a time when you asked for feedback about the quality of your work.



