

COMMON INTERVIEW QUESTIONS

POWER INTERVIEWING

PROFESSOR P



Preparing People for a Competitive Workforce.

Understand the requirements to apply

The job posting below is provided as an example only.

Regional WHS Manager

Job ID: XXXXXXXXX| Amazon.com Services LLC

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DESCRIPTION

One focus area of the Amazon Workplace Health & Safety (WHS) mission is to provide tools, resources, and environments that support safe, efficient, healthy behaviors and encourage employees to proactively manage their health and wellbeing. To support this focus area, Amazon is seeking an experienced and innovative Workplace Health and Safety (WHS) Manager to join our team. The Regional WHS Manager will be responsible for partnering with an Operations Team in their region to execute company WHS policies and ensure compliance to all applicable local, regional, and federal regulations. This individual will lead continuous improvement initiatives to reduce conditional and ergonomic risk in our processes to ensure a safe and healthful working environment for our associates. The Regional WHS Manager must demonstrate the ability to build trust and confidence with the Operations Team and influence change through providing comprehensive risk assessments and WHS data analysis.

The Regional WHS Manager will be responsible to lead and develop a team of WHS professionals. This individual must create and execute leadership development plans for their teams. They must communicate team expectations and provide frequent feedback, and ensure the team is executing to the core competencies of an Amazon WHS professional. Responsibilities include but are not limited to:

- Provide guidance and oversight to ensure compliance to all applicable Amazon WHS Policies.
- Possess a thorough understanding of local/regional/domestic regulations and company policy
- Leads initiatives to reduce conditional and ergonomic risk in our processes to ensure a safe and healthful working environment for our associates
- Establishes high-quality relationships with both site and regional leadership
- Measure region's performance against published requirements in WHS policies. For all deficiencies, identify a plan for the site to implement and fix all identified deficiencies. Drive accountability for the plan
- Analyze WHS metrics and review incident trends to justify the allocation of appropriate resources to areas where the WHS risk is highest.
- Perform frequent site WHS audits to identify all non-compliance equipment and/or processes at the site. Implement solutions to eliminate exposure to these risks and prevent injury at other FC's
- Audit record-keeping practices and WHS Information System entries to ensure compliance to global WHS standards and local regulations
- Audit the workplace organization and Associate behaviors to ensure that training, auditing and scoring methods are accurate and consistent
- Ensure site leadership and Associates are trained and knowledgeable of their responsibilities under each policy. Audit the quality, delivery (including qualifications of the trainer), and effectiveness of all required WHS training.
- Must be able to work flexible shifts, which could include day, nights, and weekends.

BASIC QUALIFICATIONS (Required education, skills, and experience to apply)

- Bachelor's Degree in Safety, Environmental, Ergonomics or related field
- 5+ years of increasing responsibilities in WHS and/or environmental programs in manufacturing, production, or service operations

PREFERRED QUALIFICATIONS (What the organization really wants)

- Distribution Center or Manufacturing WHS experience with mix of exempt and non-exempt employees at a site of at least 250 people
- Master's degree
- Experience implementing lean principles and process improvement in an operational environment
- Experience in a fast-paced, dynamic organization
- Certified Safety Professional
- Excellent written and verbal communication skills, including comfort interfacing with senior leaders
- Ability to develop and implement department goals and strategies
- Strong analytical professional with demonstrated problem-solving ability

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Understand the requirements to apply

This is the same job description with a merged qualifications sections.

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- Must be able to work flexible shifts, which could include day, nights, and weekends.

QUALIFICATIONS (Merged education, skills, and experience)

- Bachelor's Degree in Safety, Environmental, Ergonomics or related field is **required** 
- 5+ years of increasing responsibilities in WHS and/or environmental programs in manufacturing, production, or service operations
- Distribution Center or Manufacturing WHS experience with mix of exempt and non-exempt employees at a site of at least 250 people
- Master's degree **preferred**  
- Experience implementing lean principles and process improvement in an operational environment **is preferred**  
- Experience in a fast-paced, dynamic organization
- Certified Safety Professional **is a plus**    
- Excellent written and verbal communication skills, including comfort interfacing with senior leaders **is desired**   
- Strong analytical professional with demonstrated problem-solving ability

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Identify *Knowledge and Skills*

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- Ensure site leadership and Associates are [trained](#) and knowledgeable of their responsibilities under each policy. [Audit](#) the quality, delivery (including qualifications of the trainer), and effectiveness of all required [WHS training](#).
- Must be able to work flexible shifts, which could include days, nights, and weekends.

BASIC QUALIFICATIONS

- Bachelor's Degree in [Safety](#), [Environmental](#), [Ergonomics](#), or related field
- 5+ years of increasing responsibilities in [WHS](#) and/or [environmental programs](#) in [manufacturing](#), [production](#), or [service operations](#)

PREFERRED QUALIFICATIONS

- [Distribution Center](#) or [Manufacturing WHS](#) experience with a mix of exempt and non-exempt employees at a site of at least 250 people
- [Master's degree](#)
- Experience implementing [lean principles](#) and [continuous improvement](#) in a global environment
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Identify Abilities

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Opening Questions: Common questions can be used to break the ice during the first few minutes of an interview

Behavioral Questions: Questions hiring managers ask to understand better how you react to certain situations. These questions, sometimes called anecdotal interview questions, ask candidates to tell stories about specific instances from their careers. These types of questions give hiring managers a better look into a candidate's work style and personality, but they also allow them to prove why they are the best person for the position. When candidates are asked a behavioral question, they should have stories prepared, using the STAR or PAR method to highlight them in the best possible light. Used correctly, It helps employers look for consistency in answers and identifies how an employee will prove specific questions.

Situational Questions: Questions that give the interviewee a hypothetical scenario and focus on a candidate's past experiences, behaviors, knowledge, skills, and abilities by asking the candidate to provide specific examples of how the candidate would respond given the situation described.

Closing Questions: Common questions can be used to end the interview.

POTENTIAL OPENING QUESTIONS

- What do you know about our company?
- Tell me why you chose [name of career] as your profession.
- What do you like most about the [name of profession]? What do you like least, and what do you find the most challenging?
- Tell us about your work background, and then describe how you think it relates to our current opening.
- What are your qualifications in your area of expertise? That is, what skills do you have that make you the best candidate for this position? Include any special training you have had (such as on-the-job, college, continuing education, seminars, reading) and related work experience.
- Why have you applied for this position?
- What skill sets do you think you would bring to this position?
- Tell me about your present or last job. Why did you choose it? Why did you, or why do you, want to leave?
- What was your primary contribution or achievement in your last or current position? Biggest challenge?
- What are your short- and long-term career goals?
- What are some positive aspects of your last employment or employer? What are some negative aspects?
- After learning about this opportunity, what made you take the next step and apply for the job?
- What would you have liked to do more of in your last position? What held you back?
- Would you please describe your interest in becoming [title of position].
- Tell me about your normal experiences during a typical day in your current position.
- In your current job, what is your usual schedule? How many hours do you work, and when do you work them?
- What sizes of organizations have you worked in?
- What industries have you worked in?
- What qualities and skills do you think a successful [name of career] professional should have? Which of these qualities and skills you named do you have?
- Tell me about two very successful work accomplishments you are the proudest of.
- What college courses or experience have prepared you for the position you are applying for with us?
- What three things are most important to you in a position?
- What was the best job you ever had? What was the worst? Why?
- What do you think makes a “good” organization? What makes a company be described as “one of the best businesses” or “best places to work” by a community?
- Describe the ideal job from your perspective.
- Describe what you would say if asked to talk about yourself in a group of 15 work colleagues.
- What’s the best book you’ve read in the last year? Please take a minute and tell us what you liked about it.
- What is your interpretation of “success”?
- Describe an ideal work environment or “the perfect job.”

POTENTIAL LEADERSHIP & INFLUENCE QUESTIONS

Behavioral

- What are some of the most important steps you've used in making business-related decisions?
- Could you give a specific example of a decision you made that was not effective? Why do you think it was ineffective, and what did you do when this realization was made?
- Describe a time when you had to make a critical and difficult decision that affected everyone in your department.
- Could you find a time when you were not the authority but had to decide the team's next step(s)?

Situational

- How would you react if the following situation should occur:
 - A co-worker or customer suddenly collapses to the floor. After a few minutes, a large crowd, speaking loudly and making demands, gathers around.
- You have a critical decision for your department, and all alternatives will likely be unpopular with your staff. What input could you gather before deciding? What factors do you take into consideration?
- What would you do if your assistant needed a computer monitor immediately? For example, his co-worker was on vacation for three weeks and had an unused compatible monitor at his desk. The purchase order process would take the assistant's new monitor up to three weeks to be delivered.

General

- What methods do you use to make decisions? When do you find it most challenging to make a decision?
- Managers need good information to be able to make good decisions. Do you tend to gather information up to a deadline to make a better-informed decision or just enough information to make a good decision quickly?

POTENTIAL COMMUNICATION

Behavioral

- Could you give some examples of how and when you were the spokesperson for your current (or most recent) company?
- Could you give an example of how you carefully considered your audience before communicating with them? What factors influenced your communication?
- Could you describe when you used your communication skills to negotiate with an angry person?
- Have you ever given a presentation to a group? How did you prepare for it? What would you do differently?
- Could you describe a time when you overcame a communication barrier(s)?
- Could you tell me when effective listening skills helped you in a difficult situation?
- Could you tell me when you thought someone wasn't listening? What did you do?
- Recount an occasion when you were greeted with a greeting that was not normal for you. How did you react and respond?

Situational

- Suppose two managers have difficulty communicating with each other, but you understand both. Would you try to help the two understand each other better? If so, how?
- Two members of a team do great work, but they do not work well together. What are some key ways to get them to work together better?

General

- Management requires both good writing and verbal skills for effective communication. When it can be done either way, do you prefer to write an e-mail or memo or talk to the employee? Why?
- How well do you communicate with others? What communication techniques do you use?
- When do you think it is best to communicate in writing? When do you communicate face-to-face?
- In terms of communication (face-to-face, phone, e-mail, instant messaging, texting), when might you use each?

POTENTIAL RELATIONSHIP MANAGEMENT

Behavioral

- Give me an example of when you had to deal with a difficult co-worker. How did you handle the situation?
- Describe a difficult time you have had dealing with an employee or customer. Why was it difficult? How did you handle it? What was the outcome?
- Describe a time when you were instrumental in creating or improving a good relationship with another department within your company.
- Recall an occasion when you had to work with people from different divisions to accomplish a single goal.
- Recount an occasion when you were able to connect individuals from different backgrounds or cultures in a unified organizational effort.

Situational

- You are a committee member who disagrees with a point or decision. How do you respond?
- If someone asked you for assistance with a matter that is outside the parameters of your job description, what would you do?
- If you had a problem with a team member's lack of contribution to a project, what would you do?
- There's a deadline to be met. The team members have an excellent grasp of their positions, but one member is absent from work, and no one can do her job well. What would you do?

General

- What would your last boss say about how you collaborate with others?
- What do you think of your last boss?
- Describe how you like to be managed.
- Describe the best relationship you've had with a previous boss.
- If I asked your previous or current co-workers about you, what would they say?
- Tell me what type of relationship exists and should exist between your current department and the department it works most closely with.
- Each boss is a little different. My management philosophy or style is _____. In what way(s) do you think your work style would complement mine [or another relevant person's work style]?
- Describe what you foresee as challenges or adjustments for us in this new role.
- Regarding communication (face-to-face, phone, e-mail, instant messaging, texting), which is your preference for collaboration? Why?

POTENTIAL STRESS

Behavioral

- Tell me about a work "nightmare" you were involved in. How did you approach the situation, and what was the outcome?
- Have you ever been caught unaware by a problem or obstacle that you had not foreseen? What happened?

Situational

- You are angry about an unfair decision. How do you react?
- Your boss is vexed by a recurring misconception about your team or a process. Do you respond? How?

General

- Describe what you would classify as a "crisis."
- How do you know when you are stressed? What do you do to de-stress?
- What do you do when others resist or reject your ideas or actions?
- How would your past employers describe your response to hectic or stressful situations?
- What kinds of events cause you stress on the job?

POTENTIAL DIVERSITY & INCLUSION

Behavioral

- What has been the most challenging aspect of being in a diverse working environment? What steps have you taken to meet this challenge?
- Tell me about a time you altered your work style to meet a diversity need or challenge.
- How have you handled a situation when a colleague was not accepting of the diversity of others?
- What strategies have you used to address diversity challenges? What were the positives and negatives?
- Describe a time when you included someone in your team or on a project because you felt he or she would bring a different perspective.

Situational

- [Provide the company's mission statement with value on diversity to the interviewee.] How has your experience and background prepared you to be effective in this environment with this diversity value or initiative?
- What kind of leadership efforts would you make to ensure a commitment to the diversity initiative or value?
- Assume you are in a situation where you have to deal with a person very different from yourself, and you are finding it difficult. What would you do?
- A new co-worker speaks another language. Do you try to learn small talk in that language or discourage the potential confusion caused by the use of different languages in the workplace?

General

- What kinds of experiences have you had working with others with backgrounds different from your own?
- What does it mean to have a commitment to diversity, and how would you develop and apply your commitment at this company?
- What was or is the diversity value at your current or former employer? What impact did you make on this value?
- What efforts have you made or been involved with to foster diversity competence and understanding?
- What have you done to further your knowledge about diversity? Have you included diversity in your professional development? How have you demonstrated what you have learned?
- When in doubt about what a co-worker from another culture may be trying to communicate, is it okay to ask the co-worker to repeat himself or herself?
- What does "implicit bias" mean to you?

PROJECT MANAGEMENT

Behavioral

- Tell me about a long-term project that you were responsible for that required you to communicate with numerous people and departments.
- Think of a specific project that you've completed. Were you successful in achieving the desired results?
- What was the most interesting or challenging technical proposal you've ever written?
- Tell me about the most challenging project you managed.
- Have you had a nonproductive team member on your project team? What happened, and how did you handle this situation?
- What did you bring to the last team on which you were a member? Describe how your strengths improved the team.
- What was the last big project you worked on? How did you start this project? What obstacles did you overcome? Were the deadlines met? Why or why not? What would you have done differently?
- Tell me about a project you worked on and how it helped the organization meet its business goals.

Situational

- Describe a specific project for this position. How would you start this project? Who should be on the project team? Why? What do you think are the three biggest risks for this project? What control measures or techniques would you put in place to overcome these three risks?
- The project has been assigned to you. What are your next three steps?

General

- What do you enjoy most about project management?
- What types of projects have you managed in the past?
- What metrics do you use to measure ongoing project status?
- Outline the major steps for any successful project.

BUSINESS ACUMEN & INNOVATION

Behavioral

- Tell me about a time you used your knowledge of the organization to get an idea approved.
- Tell me about a time you used financial data to support a successful project.
- Tell me about a time when you used industry data to support a successful project.
- Tell me about a time when you used economic environment data to support a successful project.
- What have you done in your previous positions at other companies that made a significant difference to the business and for which you believe you will be remembered?
- Recall an occasion when you had to explain your department's losses.

Situational

- You're new to an organization. How do you go about learning how the organization works?
- You're new to an organization. What is one of the first things you do to learn how the organization works?
- You're new to an organization. What is one of the first things you do to learn how you can contribute to the organization's mission?
- You've been approached with a new idea for your department. Describe how you go about determining the feasibility and possible success of that idea.
- If you were given the responsibility to start a new department from scratch, what are the basics that you would need to consider?
- Let's suppose the project you're proposing only breaks even. Assuming it is your decision, do you accept or reject the project? Suppose it is only \$1.00 profitable?

POTENTIAL COLLABORATION

Behavioral

- Tell me about a time when a team project failed.
- Tell me about a time when you needed to work as part of a team to satisfy a client or resolve an issue.
- Tell me about a time you worked on a cross-functional team. Were there different challenges compared to a departmental-task team?
- When groups work together, conflict often erupts. Tell me about a time that conflict occurred in one of your workgroups and what you did about it.
- Tell me about a time you pitched in to help a team member finish a project even though it "wasn't your job." What was the result?
- Tell me about a situation in which political power plays affected team dynamics. How did you or the team overcome this situation, and how could the situation have been avoided?
- Tell me about a time when you were a part of a great team. What was your part in making the team effective?
- Tell me the role you play within workgroups and why.
- Tell me about the most effective contribution you have made as part of a task group or special project team.
- Have you ever worked on a virtual team? If so, tell me about this experience. What were the team dynamics? Was the team successful? If not, what do you perceive to be the advantages and disadvantages of this type of team? What would you do differently? How would you suggest creating team cohesiveness in a virtual setting?

Situational

- The project is brought to a lull (or worse, a halt) due to a co-worker's lack of productivity. What are your next steps?
- You're in a group where individual performance is highly rewarded and regarded. One teammate is not as productive as the rest. You could help him and reduce your own productivity or not help, and the team suffers. How do you handle this?

General

- What do you think are the best and worst parts of working in a team environment? How do you handle it?
- If I asked several of your co-workers about your greatest strength as a team member, what would they tell me?
- What do you think makes a team of people work well together? What makes them not work well together?
- How would people you work with describe you?
- What is essential for a team to be successful?
- Who is the most valuable "player" on any team?

POTENTIAL POLICIES AND PROCEDURES

Behavioral

- Have you ever had to champion an unpopular change? What was the situation, and how did you handle it?
- Have you ever had to persuade a peer or superior to accept an idea you knew he or she would not like? Tell me about the resistance you met and how you overcame it.
- Have you ever had to persuade a group to accept a proposal or idea? How did you go about doing it? What was the result, and how did you feel about it?
- Have you ever had to persuade an executive (or other superior) to accept a proposal or idea? How did you go about doing it? What was the result, and how did you feel about it?
- Describe an occasion when you recommended a change to procedure. What did you learn from that experience? How did you apply that learning in other situations?
- Tell me about a time when significant changes took place in your job. What did you do to adjust to the change(s)?
- Tell me about an ethical situation you have encountered and the part you took in resolving it.

Situational

- The organization is removing an unprofitable division. How do you address the relevant stakeholders?
- An unexpected change in state law affects a key division in the company. Describe your most likely response.

General

- What if any changes do you feel [Company Name] would benefit from within the next three years to improve competitiveness?
- Tell me about your policy development experiences. What employment policies have you developed or revised?
- How do you stay current with changes in laws, practices, and other issues?

STRATEGIC THINKING

Behavioral

- Give me an example of a time when you had to engage in future planning.
- 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?
- Tell me about a time when you identified a need for a new approach or product to meet a market need.
- Tell of how your job (at a current or former employer) was directly related to a strategic goal.

Situational

- Outline how you would create a strategy for a product promotion campaign.
- A strategic plan is settled on. Would you identify competitors? Allies? How?

General

- Tell me how the duties and responsibilities of your current or past position related to the organization's business strategy.
- Is it more important to be a detail-oriented person or a big-picture person? Explain.
- What do you think is the role of the president/CEO in strategic planning for the organization?
- What is strategic thinking?

POTENTIAL CLOSING QUESTIONS

- Do you have any questions for us?
- Describe what you see as your strengths related to this job or position. Describe what you see as your weaknesses related to this job or position.
- If we offer you this position, what contributions would you expect to make during the first three months on the job?
- Why should we hire you?
- If the position required it, would you be willing to travel?
- If the position required it, would you be willing to relocate?
- When would you be available to start if you were offered this position?
- If you are a successful applicant, how would you expect to be different after a year in this position?
- Now that you have learned about our company and the position you are applying for, what hesitation or reluctance would you have in accepting this job if we offered it to you?
- Tell me anything else you would like us to know about you that will aid us in making our decision.
- What questions would you like to ask me?
- Have you heard of any programs, policies, or actions of [Company Name] that concern you?
- How will your work performance enhance [Company Name] in this industry as it is today?