

BEHAVIOURAL INTERVIEW QUESTION TOPIC

Develop & Maintain Relationships

Description:

Builds and maintains mutually beneficial, collaborative relationships with business partners (e.g. customers, suppliers, peers, agents and other team members) based on the Business's values.

Evidence to look for:

- Socialises with key industry leaders and influential contacts
- Seeks out key government and regulatory contacts and develops relationships with them
- Does not tolerate the politics of self-interest or the undermining of reputations

Questions:

- You will be liaising with internal and external stakeholders who often have competing interests. When have you had to balance competing stakeholder priorities and interests whilst still gaining the best outcome for the organization?
- Describe a time when it was important to build a long-term strategic relationship. How did you go about it? Were you successful?
- Please describe a time when you experienced an environment where it was important to involve the right people to get a result? How did you find this? What did you do in order to adapt to this environment?
- Have you ever had to manage a difficult situation that was threatening a business relationship that was important to you? What happened? What is the relationship like now?
- If you were coaching someone in the area of relationship management, what would you say are the keys to success? Use your own experience to illustrate.
- What systems or work practices do you have in place for assisting you with relationship management? Take a particular relationship/customer and detail how your system has assisted you to manage this.
- Describe a project you have worked on recently with your business partners. Who were your business partners? What did you do to develop goals and timeframes? (Listen for partner involvement.) How did you monitor progress? How did you allocate responsibilities? What was the response/feedback from the business partners?