

BEHAVIOURAL INTERVIEW QUESTION TOPIC

Conflict Management

Description:

Deals effectively with others situations involving conflict and reduces tension between parties.

Evidence to look for:

- Handles difficult conflict situations with authority
- Diffuses high-tension situations confidently and effectively
- Anticipates conflict and acts quickly to take the emotion out of situations
- Seeks out and clarifies different points of view
- Communicates that different views are valued

Questions:

- Have you ever had to deal with a politically sensitive issue? What did you do? What would you do differently next time?
- Have you ever had to manage a potential conflict situation with your manager or a peer? What were the circumstances? How did you approach the situation? How is the relationship now?