



INDEPENDENT INSURANCE
AGENTS OF NEBRASKA
Talent Network



SAMPLE INTERVIEW QUESTIONS

TO HELP GET YOU STARTED

After some research, we have compiled a few questions, that offer a mixture of 'warm-up and behavioral' questions. Hopefully, this will allow you a starting point as you begin interviewing future employees. In our research the most common set of critical success factors employers are looking for are:

- Positive attitude toward work
- Proficiency in field of study
- Communication skills (written & oral)
- Interpersonal skills
- Confidence
- Critical thinking and problem-solving skills
- Flexibility
- Self-motivation
- Leadership
- Teamwork

The questions are reflective of those qualities and will hopefully help you find the right person.

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GETTING THE INTERVIEW STARTED

It is important to remember how nervous the candidate is and, of course wants to put their best foot forward. How you conduct the interview is just as important as how the candidate answers and interacts during the interview. Remember they are interviewing you too! Get the interview started with some warm-up questions. The questions suggested are a starting point, don't ask them all, but find a couple that you are comfortable with and showcase your work culture.

BEHAVIORAL QUESTIONS

Sometimes you will hear these questions referred to as, Behavioral Based Interview questions (BBI questions). Behavioral interviews are not traditional, but growing in popularity. This format focuses on specific examples of leadership, communication, adaptability, organization, and so on. They allow you to hear the candidates story and allows you for easy follow-up questions that focus on the candidates 'work life' story.

IMPROPER INTERVIEW QUESTIONS

Keep your answers about the candidate's professional work life. Remember it isn't appropriate to ask about their relationship status, personal beliefs, or even salary history. That said, we are all curious and want to get to know the person. If you, use common sense as you are interviewing you should be fine. But what may not offend you may offend someone else. Keep a pulse on the interview and be sure you represent your work culture appropriately. No one wants to give the wrong perception.

Take the first step toward finding the right person

Statistics show by 2020 the insurance industry will have a talent gap of 400,000 employees. IIAN is here for you and to help you along your path.

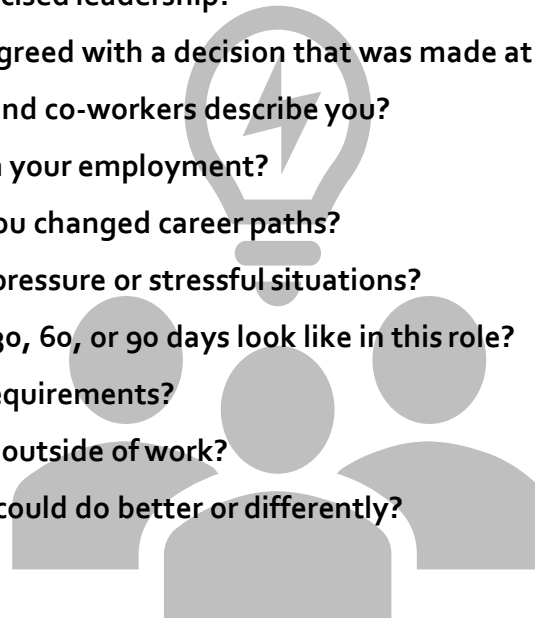
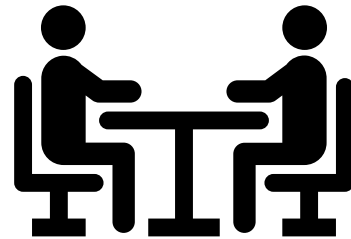
Hiring right the first time is vital and tricky. It all starts with finding the right questions to compliment the skill set and personality you are looking for in an applicant. These questions are a beginning...a tool to help you achieve that goal.

Best of luck and remember you aren't in this alone. Call or email with any questions, and we will be happy to see what we can do to assist.

402 - 476 - 2951

GENERAL QUESTIONS TO GET THE INTERVIEW STARTED

1. Can you tell me a little about yourself?
2. How did you hear about the position?
3. What do you know about our company?
4. Why do you want this job?
5. Why should we hire you?
6. What are your greatest professional strengths?
7. What do you consider to be your weaknesses?
8. What is your greatest professional achievement?
9. Tell me about a challenge or conflict you've faced at work, and how you dealt with it.
10. What's your dream job?
11. Why are you leaving your current job?
12. What are you looking for in a new position?
13. What type of work environment do you prefer?
14. What's a time you exercised leadership?
15. What's a time you disagreed with a decision that was made at work?
16. How would your boss and co-workers describe you?
17. Why was there a gap in your employment?
18. Can you explain why you changed career paths?
19. How do you deal with pressure or stressful situations?
20. What would your first 30, 60, or 90 days look like in this role?
21. What are your salary requirements?
22. What do you like to do outside of work?
23. What do you think we could do better or differently?



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BEHAVIORAL INTERVIEW QUESTIONS

TEAMWORK

- Tell me about a team project that you worked on.
- Describe a project that required input from people at different levels in the organization.
- Share a rewarding team experience.
- Tell me about a time when you worked with a difficult team member.
- Tell me about a time you stepped up into a leadership role.



LEADERSHIP

- Tell me about a time when you demonstrated leadership skills.
- Tell me about a time that you took the lead on a difficult project.
- When have you delegated effectively?
- Describe a time when you led by example.
- Who have you coached or mentored to achieve success?
- Tell me about a time that you led an important meeting.

HANDLING CONFLICT

- Tell me about a team project when you had to work with someone difficult.
- Tell me about a time you had a conflict at work.
- Give an example of a time you had to respond to an unhappy manager/customer/colleague.
- Tell me about a time that you disagreed with a rule or approach.

PROBLEM SOLVING

- Tell me about a situation where you had to solve a difficult problem.
- Describe a situation in which you found a creative way to overcome an obstacle.
- Tell me about a time that you identified a need and went above and beyond the call of duty to get things done.
- Tell me about a time when you came up with a new approach to a problem.



- What's the most innovative new idea that you have implemented?
- Tell me about two improvements you have made in the last six months.
- What was the best idea you came up with at your last job?
- Describe a time when you anticipated potential problems and developed preventive measures.
- Please describe a time when you faced a significant obstacle to succeeding with an important work project or activity.
- Tell me about a time when you had to analyze information and make a recommendation.

BIGGEST FAILURE

- Are you someone who can learn from failure?
- Are you self-aware enough to acknowledge *failure and weakness*?
- Do you take smart risks?
- How do you view success, failure, and risk in general?
- What's your greatest professional failure?
- Tell me about a mistake that you made.
- What was your biggest mistake and what did you learn from it?
- Tell me about a decision that you regret.
- What's your greatest professional regret?



WORK ETHIC

- Tell me about a time that you went above and beyond the call of duty to get things done. (Also relates to Initiative)
- When have you worked the hardest?
- Describe a time when you had to overcome a significant obstacle on an important project. (Also relates to Problem Solving)
- Tell me about a time when you had to juggle multiple important projects. (Also relates to Time Management)
- What is your proudest accomplishment?

IMPROPER INTERVIEW QUESTIONS

WHAT NOT TO ASK

1. Are you married?
2. Do you have kids?
3. What's your religion or do you celebrate religious holidays?
4. Are you pregnant?
5. What's your race/nationality?
6. How much do you weigh?
7. What's your sexual preference?
8. How old are you?
9. Do you have any disabilities or health problems?
10. Do you use drugs, alcohol or smoke?

TRY THESE INSTEAD

1. Are you able to perform the following duties without any problems or issues?
2. Is there anything that could prohibit you from working the following shift(s)?
3. We need coverage during the following seasons, is that a problem for you?
4. This job is physically demanding; can you manage all the job duties efficiently?

You just need to know if the applicant can come to work day in and day out, complete all tasks, perform the job duties without distraction, cover the open shift and be professional about it. If they can't commit to that, you don't need to know why; why leads to judgments and that can lead to discrimination.



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