

Incident Job Interview Questions And Answers



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Incident Interview Questions And Answers Guide.

Question - 1:

Tell me about your experience that you have in this incident field?

Ans:

Hopefully if you're applying for this position you have bags of related experience, and if that's the case you should mention it all. But if you're switching careers or trying something a little different, your experience may initially not look like it's matching up. That's when you need a little honest creativity to match the experiences required with the ones you have. People skills are people skills after all, you just need to show how customer service skills can apply to internal management positions, and so on.

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Question - 2:

What kind of challenges are you looking for in this incident position?

Ans:

A typical interview question to determine what you are looking for your in next job, and whether you would be a good fit for the position being hired for, is "What challenges are you looking for in a position?" The best way to answer questions about the challenges you are seeking is to discuss how you would like to be able to effectively utilize your skills and experience if you were hired for the job. You can also mention that you are motivated by challenges, have the ability to effectively meet challenges, and have the flexibility and skills necessary to handle a challenging job. You can continue by describing specific examples of challenges you have met and goals you have achieved in the past.

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Question - 3:

Advantages of Decision Point Analysis?

Ans:

- * Information is gathered directly from the employees
- * Can follow-up on statements
- * Can interview multiple employees about the same incident for a more complete perspective
- * Has been used extensively since the mid 1900's

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Question - 4:

Disadvantages of Decision Point Analysis?

Ans:

- * Subject to the interpretation of employees
- * Needs to be conducted shortly after a critical incident occurs
- * Memory about an incident may be biased or fallable
- * Some employees may be reluctant to talk about certain incidents

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Question - 5:

What kind of salary you need?

Ans:

A nasty little game that you will probably lose if you answer first. So, do not answer it. Instead, say something like, That's a tough question. Can you tell me the range for this position? In most cases, the interviewer, taken off guard, will tell you. If not, say that it can depend on the details of the job. Then give a wide range.

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Question - 6:

Why should we hire you?

Ans:



This is the part where you link your skills, experience, education and your personality to the job itself. This is why you need to be utterly familiar with the job description as well as the company culture. Remember though, it's best to back them up with actual examples of say, how you are a good team player. It is possible that you may not have as much skills, experience or qualifications as the other candidates. What then, will set you apart from the rest? Energy and passion might. People are attracted to someone who is charismatic, who show immense amount of energy when they talk, and who love what it is that they do. As you explain your compatibility with the job and company, be sure to portray yourself as that motivated, confident and energetic person, ever-ready to commit to the cause of the company.

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Question - 7:

Why you want to work for us?

Ans:

More likely than not, the interviewer wishes to see how much you know about the company culture, and whether you can identify with the organization's values and vision. Every organization has its strong points, and these are the ones that you should highlight in your answer. For example, if the company emphasizes on integrity with customers, then you mention that you would like to be in such a team because you yourself believe in integrity. It doesn't have to be a lie. In the case that your values are not in line with the ones by the company, ask yourself if you would be happy working there. If you have no issue with that, go ahead. But if you are aware of the company culture and realize that there is some dilemma you might be facing, you ought to think twice. The best policy is to be honest with yourself, and be honest with the interviewer with what is it in the company culture that motivates you.

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Question - 8:

What do you know about us?

Ans:

- 1) Visit the company website; look in the "about us" section and "careers" sections
- 2) Visit the company's LinkedIn page (note, you must have a LinkedIn account - its free to sign up) to view information about the company
- 3) Google a keyword search phrase like "press releases" followed by the company name; you'll find the most recent news stories shared by the company Remember, just because you have done your "homework", it does not mean you need to share ALL of it during the interview! Reciting every fact you've learned is almost as much of a turn off as not knowing anything at all!

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Question - 9:

Tell me have you ever had a conflict with a boss or professor?

Ans:

If you say no, most interviewers will keep drilling deeper to find a conflict. The key is how you behaviorally reacted to conflict and what you did to resolve it. For example: "Yes, I have had conflicts in the past. Never major ones, but there have been disagreements that needed to be resolved. I've found that when conflict occurs, it helps to fully understand the other person's perspective, so I take time to listen to their point of view, and then I seek to work out a collaborative solution. For example . . ." Focus your answer on the behavioral process for resolving the conflict and working collaboratively.

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Question - 10:

What is your greatest weakness?

Ans:

This is a challenging question -- as if you have no weaknesses you are obviously lying! Be realistic and mention a small work related flaw. Many people will suggest answering this using a positive trait disguised as a flaw such as "I'm a perfectionist" or "I expect others to be as committed as I am." I would advocate a certain degree of honesty and list a true weakness. Emphasize what you've done to overcome it and improve. This question is all about how you perceive and evaluate yourself.

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Question - 11:

Which suggestion you have made that was implemented in this incident field?

Ans:

It's important here to focus on the word "implemented." There's nothing wrong with having a thousand great ideas, but if the only place they live is on your notepad what's the point? Better still, you need a good ending. If your previous company took your advice and ended up going bankrupt, that's not such a great example either. Be prepared with a story about an idea of yours that was taken from idea to implementation, and considered successful.

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Question - 12:

Consequences of Actions at Incident!

Ans:

- * What was the outcome of these actions?
- * Why do you think the actions were effective or ineffective?
- * Why do you think the actions had a positive or negative outcome?

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Question - 13:

Questions regarding actions of individuals at Incident!

Ans:

- * What did you do that helped or was effective?



- * What did you do that did not help or was ineffective?
- * What was the outcome of these actions?
- * Why did this help or not help the incident to occur?
- * What did you observe being done by others?

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Question - 14:

Critical Incident Interview Questions!

Ans:

- * What happened?
- * When and where did it happen?
- * What was happening when you did this?
- * What happened that was beneficial or positive in outcome?
- * What happened that was detrimental or had a bad outcome?
- * What led to this outcome?
- * What happened before this?
- * What circumstances existed that caused this?
- * What would you have done differently if you could do it over again?
- * What will you do differently in the future?

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Question - 15:

Do you know decision point analysis for an incident?

Ans:

For each decision point, consider the following:

- Errors If an error occurred, what was it?
- Optimal How should the decision have been made?
- Ambiguous What information could have helped make the decision. Was any information missing?
- Error Avoidance Could the error have been avoided? If so, how?
- Environmental Factors What aspects of your environment influenced your decision?
- Expert / Novice Do (or would) experts and novices differ in their decision making?
- Information What information was used in making the decision? How was it obtained?
- Training Others If you were training new employees, what would you teach them about this kind of incident?

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