

Following is a sample interview agenda with questions to choose from and adapt to your needs

Sample Agenda

- Welcome
- Introductions To committee
- Briefly outline the agenda for the candidate
- Tour of workplace; introductions to staff
- Provide an overview of position applying for
- Interview Questions
- Provide closing information such as timeline for decision, how the contact, if any, will be made, etc.

Sample Interview Questions

1. Ask the candidate to briefly describe their background and what attracted them to apply for the position at ISU. Describe his/her job-related skills, qualities and strengths that make him/her the best person for this job

Vision and Mission

2. What do you see as the major challenges currently facing [program area] and, based on the information you have available, at ISU?
3. A common objective [of this program] is to [provide detail]. In order to achieve that objective, in a scarce resource environment, what do you view as the most important factors and what specific initiatives have you been involved with that demonstrate your support/ability to achieve these objectives?
4. Describe how you would go about exploring and implementing new initiatives and or new technologies and improve the existing program and related services.

Relating past experience to the position

5. What experience do you have (1) preparing written reports, (2) making presentations (3) leading training sessions and (4) appearing before the governing board [or similar functions/processes related to your program], where you are currently or were previously employed?
6. This program is a self-supporting operation. What experiences have you had with developing support and funding for large [program] initiatives? How will you seek support to move forward with large-scale initiatives, particularly when the traditional cost recovery model (i.e. charging the client) may not be an option?
7. Have you been responsible for [downsizing a large organization, managing an account with discretion to establish prices/rates, developing outside funding, etc.]? How well did that program/enterprise perform?

Client/Customer Service

8. Describe your style and philosophy on client/customer service. How would you describe your communication style with end users? How do you view the participation of users in strategic [program] planning for the institution? What steps would you take to facilitate a high level of customer service in [this program area]? Were you to be selected for this position, who do you perceive your customers would be?
9. How would you deal with criticisms that sometimes appear to reflect on [this program] but are related to cost and service issues beyond their control?

Management Experience and Style

10. Describe a significant [related program] initiative you have undertaken recently. Tell us what you did well. What could you have improved in your handling of the initiative and what did you learn from it?
11. Describe a difficult personnel issue and how you handled it.
12. Describe programs you've implemented or efforts you have made that highlight your ability to motivate and develop employees.
13. Describe your management style and share some examples.
14. Have you had experience dealing with unionized employees and handling grievances? Have you had experience with regulatory issues such as OSHA, FLSA, ADA?

15. Who is the budget decision-maker in your current organization and how do you interact with them?
16. What steps would you take to develop an atmosphere of teamwork and customer service among the employees?
17. Describe your experience working with participatory management techniques/tools and quality improvement initiatives?
18. Do you have any formal teambuilding training? Describe any quality initiative teaming experiences you've had as the team leader and as a team member.

Interpersonal Style and Performance

19. What type of co-worker do you find it difficult to work with? What type of supervisor?
20. What are the qualities you appreciate most in a supervisor? In employees?
21. What are three performance related attributes that previous supervisors have identified as areas which can be improved? What have you done to improve yourself in these areas?
22. Share some of your greatest work related accomplishments. Also, give an example of a failure and tell us what you learned from it.

Closing Comment

23. What is the most important factor that would influence you to take or reject this position?