

RELIABILITY QUESTIONS

Tell me about two times your shift ended before you could finish your task. Asking this question allows you to get a sense of the candidate's work ethic and whether you can count on the person to commit to a task and go the extra mile to finish it.

Negative	Positive
<input type="checkbox"/> Believe people should always leave work on time	<input type="checkbox"/> Stayed until the work got done
<input type="checkbox"/> Focuses on overtime pay	<input type="checkbox"/> Made changes to increase efficiency next time
<input type="checkbox"/> Blamed others or processes/tools	<input type="checkbox"/> Stated that the work needs to be finished
<input type="checkbox"/> Blamed the customer	<input type="checkbox"/> Mentioned impact of incomplete work on colleagues

Tell me about a difficult decision you had to make recently at work. This question allows you to evaluate the candidate's reliability under pressure and in tough situations.

Negative	Positive
<input type="checkbox"/> Avoided/delayed the decision (maybe indirectly)	<input type="checkbox"/> Collected relevant facts promptly and without delay
<input type="checkbox"/> Left it to someone else to decide	<input type="checkbox"/> Involved the right people
<input type="checkbox"/> Did not take appropriate time (hurried)	<input type="checkbox"/> Communicated their decision effectively
<input type="checkbox"/> Did not get clear in the situation/facts before acting	<input type="checkbox"/> Considered implications of the decision on others
<input type="checkbox"/> Made wrong decision (with hindsight)	<input type="checkbox"/> Made the right decision (with hindsight)

Tell me about a time you disagreed with an instruction but still had to follow it. This question gives you a sense of whether the candidate can be depended on to take direction and work well with others, two crucial skills in a work environment.

Negative	Positive
<input type="checkbox"/> Demonstrated annoyance to prove their point	<input type="checkbox"/> Stated their concerns, then got on with it
<input type="checkbox"/> Discussed their annoyance with colleagues	<input type="checkbox"/> Did the task as well - as if s/he agreed with it
<input type="checkbox"/> Blamed management for not understanding	<input type="checkbox"/> Used the experience to learn
<input type="checkbox"/> Was not committed to the task/half-hearted	<input type="checkbox"/> Understands a team does not always agree

Tell me about a time when personal issues pulled you away from work or prevented you from going to work at the last minute and how you handled it.

Follow-Up Question – How often have you called out within 6 hours of starting a shift? What was the result? Knowing how a candidate handles these very difficult scenarios will allow you to tell if the person can be counted on in difficult situations.

Negative	Positive
<input type="checkbox"/> Personal life is always more important than work	<input type="checkbox"/> Showed concern and <i>understanding</i> of the impact on the team
<input type="checkbox"/> No indication s/he realized the impact on others	<input type="checkbox"/> Took actions to alleviate impact
<input type="checkbox"/> Does not take responsibility	<input type="checkbox"/> Recognized s/he would need to make it up
<input type="checkbox"/> Has multiple examples and/or excuses	<input type="checkbox"/> Took actions to avoid in the future

