

Hiring the right talent is one of the most important decisions you'll make. Every hire has the potential to shape the future of your team and organisation. That's why asking the right questions is crucial. It's not just about finding someone who can do the job – it's about finding someone who will elevate your team, drive success, and contribute to long-term growth.

At Kingston Human Capital, we're here to ensure you hire the game-changing talent your organisation needs to thrive.

These 44 high-impact interview questions are designed to help you dig deeper, uncover insights, and identify candidates who have the potential to make an extraordinary impact on your organisation.

Let's find the leaders who will shape your future.



Talent@kingstonhumancapital.com.au

kingstonhumancapital.com.au

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Adaptability

In today's fast-paced world, adaptability is key to success. High-performing employees must be able to pivot and respond to change with agility.

- Tell me about the most significant change you've faced at work. How did you adapt?
- Describe a time when you were asked to do something outside your comfort zone. How did you approach it?
- Give an example of when you had to think quickly to resolve a challenging situation.
- Tell me about a time you had to quickly adjust to a change in direction or priority. How did you manage it?
- Describe a situation where you had to make a decision with incomplete information. How did you proceed?



Collaboration

Teamwork is essential. You need people who can collaborate, communicate effectively, and achieve goals as part of a team.

- Tell me about a time you worked with someone you didn't get along with. How did you handle it?
- What do you think are the three most important ingredients for a successful team?
- 8 Can you describe a time when you had to influence others to achieve a shared goal?
- Tell me about a time when you were part of a high-performing team. What made the team successful?
- Describe a situation where you had to resolve a conflict within a team. How did you approach it?





Emotional Intelligence

Emotional intelligence is one of the most powerful predictors of success. A candidate with high emotional intelligence can manage relationships, navigate challenges, and work effectively with a diverse range of people.

- Tell me about a time when your mood affected your work performance. How did you handle it?
- Describe a situation where you helped a colleague who was struggling emotionally. What did you do?
- How do you build relationships with people from different backgrounds or departments?
- Tell me about a time when you received critical feedback. How did you respond?
- Describe a situation where you had to stay calm under pressure. How did you manage your emotions?



Problem-Solving

Strong problem-solving skills can transform an organisation. You need employees who can analyse complex problems, make decisions, and take action.

- Tell me about a time you had to solve a problem with limited information. How did you approach it?
- Describe a situation where you solved a complex problem that had a big impact.
- Give me an example of a time when you had to make a tough decision quickly. What was the result?
- Tell me about a time you identified a problem before others noticed it. What did you do?
- Describe a time when you had to solve a problem involving conflicting interests. How did you manage the situation?





Prioritisation

The ability to manage time and prioritise effectively is a crucial skill for high performers. This ensures that the most important tasks are completed on time, even when faced with competing demands.

- Describe a time when you had to manage multiple priorities. How did you stay organised?
- How do you manage stress when you're juggling multiple tasks or deadlines?
- Tell me about a time when you had to delegate an important task. How did you decide who to delegate to?
- Describe a time when you had to choose between competing priorities. How did you make your decision?
- Tell me about a time when you worked with limited resources. How did you prioritise your tasks?



Leadership

Leadership is more than managing a team. It's about inspiring, motivating, and guiding others to success. Look for candidates who can lead by example, even if they're not in a formal leadership position.

- What are the three most important qualities of an effective leader?
- Tell me about a time when you led a project or initiative. How did you motivate your team?
- Describe a situation where you had to convince others to adopt your idea. How did you approach it?
- Tell me about a time when you had to manage a team through a difficult period. How did you support them?
- Describe a time when you made a decision that had a significant impact on your team. How did you communicate it?





Service Mindset

Hiring individuals with a strong service mindset ensures your team consistently meets and exceeds client or customer expectations, leading to stronger relationships and better outcomes.

- Who are the most important clients or stakeholders you've worked with?
 What problem did you solve for them?
- Tell me about a time you went above and beyond to meet a client's needs.
- Describe a situation where you had to deal with a difficult client. How did you resolve the issue?
- Tell me about a time when you received positive feedback from a client or colleague. What did you do to earn it?
- Describe a time when you had to turn around a challenging client relationship. How did you approach it?



Growth Mindset and Potential

The future of work demands employees who are always learning, evolving, and pushing themselves to grow. A growth mindset ensures your team can adapt and thrive in an ever-changing world.

- Tell me about a time when you faced a setback. How did you overcome it?
- Oescribe a time when you volunteered to take on a new challenge or responsibility.
- What's one area you're currently working on improving in yourself?
- Tell me about a time you failed at something. What did you learn from the experience?
- Describe a time when you took initiative to develop a new skill. How did it benefit you?





Culture Add

Cultural fit is important, but *culture add* is even more valuable. You want candidates who will enhance and enrich your team, bringing new perspectives and ideas that drive innovation.

- What three words would your colleagues use to describe you?
- Tell me about a time when you brought something unique to a team or project.
- Describe an experience where you helped create a positive work environment.
- What is something interesting about you that isn't on your resume?

The Benefit to You

These questions are designed to give you a complete picture of the candidate's skills, personality, and potential. But more importantly, they'll help you identify individuals who can thrive in your organisation, bring a fresh perspective, and make an immediate impact.

Hiring the right talent isn't just about filling a role – it's about bringing in people who will shape the future of your team and organisation.

Make Every Interview Count

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- (07) 3211 7719
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