

Questions from Office of Personnel Management
HR Manager Data Base

Administrative and Professional Occupations

Reading

- Describe the types of charts, tables, graphs or diagrams you have read to perform your work. How have you applied the information to your work?
- Describe the types of written materials you have read to perform your work. How have you applied the information to your work?

Writing

- Describe the types of documents you have proofread or edited. What changes did you suggest? What was the outcome?
- Describe the types of documents you have written. What types of information did you present and how did you organize what you wrote? Who was the audience? How did you adapt the writing to meet the audience's level of knowledge? What was the outcome?

Arithmetic

- Describe how you have used mathematical computations to complete a work assignment. What calculations did you perform and what size were the sets of numbers with which you worked? What was the result?

Mathematical Reasoning

- Describe how you have applied mathematical or statistical techniques to perform your work. What mathematical or statistical techniques did you apply? Describe any guidelines you used to determine the techniques you used.

Oral Communication

- Describe a situation in which you have made an oral presentation to an individual or a group. What kind of information did you present and how did you organize it into a presentation? Who was the audience?

- Describe a situation in which you orally defended or explained a recommendation or idea. What kind of information did you present and how did you organize your material? Who was the audience?

Creative Thinking

- Describe a situation when you developed an innovative way to perform work or an innovative way to modify a work activity. Who was affected? What was the result?

Information Management

- Describe a situation in which you gathered or organized information that was needed by others. Describe any guidelines you had to help you organize and maintain the information.

Decision Making

- Describe a situation in which you made a decision that impacted your work and/or the work of others. What were the alternatives that you considered and what did you decide? Who was affected by your decision? What was the outcome of your decision?

Reasoning

- Describe a situation in which you analyzed and interpreted information. What information were you given? Describe any guidelines you used. Explain how you arrived at a conclusion. What was the outcome?

Problem Solving

- Describe a situation in which you identified a problem, and evaluated the alternatives to make a recommendation or decision. What was the problem and who was affected? How did you generate and evaluate your alternatives? What was the outcome?

Teamwork

- Describe a situation in which you worked with a team to achieve a common goal. What was the goal? Who was on the team and how was the team assembled? What steps did you take to work towards meeting the goal? What was the outcome?

Self-Management

- Describe a situation in which you met a goal or took initiative to complete an assignment. Who set the goal and what did you do to try to achieve the goal? What was the outcome?

Interpersonal Skills

- Describe a situation in which you developed or maintained working relationships with others within or outside of your work unit. What was the length of contact? How did these relationships affect your work?
- Describe a situation in which you had to deal with individuals who were difficult, hostile, or distressed. Who was involved? What specific actions did you take and what was the outcome?

Planning and Evaluating

- Describe a situation in which you planned, organized or evaluated a program, project, or assignment. Who was involved? Describe any guidelines you used to determine the steps you needed to take. What was the timeframe? What was the outcome?

Financial Management

- Describe a situation in which you were responsible for financial activities or transactions. What financial activities did you perform? For whom did you perform the financial activities? What were the results?

Managing Human Resources

- Describe a situation in which you planned, distributed or evaluated the work of others. Who was involved and what work was involved? What was the outcome?

Leadership

- Describe a situation in which you led or motivated others. What was the goal and who was involved? What did you do and what was the outcome?

Teaching Others

- Describe a situation in which you helped others learn in a formal or informal setting. Who were you teaching and what were you helping them

learn? What specific actions or techniques did you use to help them learn? What was the outcome?

Customer Service

- Describe a situation in which you assisted a customer or client. What level of contact did you have with them? What specific actions did you take to assist the customer or client? What was the result?

Organizational Awareness

- Describe a situation in which you used your knowledge of the organization's mission, functions, or policies to contribute to a program or project. Specifically, how did it affect the program or project? How did it impact the organization or work unit?

External Awareness

- Describe how you have identified trends (such as technological, economic, political, social) outside your organization. How did you apply the information? What contacts outside your work unit do you maintain to stay current with these trends/issues?

Vision

- Describe a situation in which you helped meet your organization's objectives or worked towards the organization's vision. What was involved and what was your role? What was the outcome?

Influencing/Negotiating

- Describe a situation in which you negotiated an agreement or persuaded others to accept recommendations or a new viewpoint. What was the issue and who was involved? What was the outcome?

Conflict Management

- Describe a situation at work in which you prevented or handled a conflict or confrontation. What was the issue and who was involved? Describe any guidelines or standard procedures you used to help you handle the situation. What was the outcome?

Flexibility

- Describe a situation when you had to modify an existing plan or otherwise had to change direction in response to a changing situation. What was involved? What did you do and what was the outcome?

Technology Application

- Describe a situation in which you used computers or other equipment to help accomplish work. What was the work and how did the application of technology affect the outcome? What role did you play in selecting and applying the technology to the task?