

Manager Interview Questions and Answers Essential Guide

Feel confident and prepared by anticipating *manager interview questions* based on the knowledge and core competencies (skills and abilities) commonly required for success in a **management job**.

The knowledge requirements will vary depending on the employer, level and scope of the manager job. However typical knowledge requirements for **managerial or supervisory jobs** include:

- business and management principles
- strategic planning
- administrative procedures
- operating systems
- read and interpret accounting and financial reports
- budgets
- organizational planning tools
- information processing applications
- relevant software applications
- human resource management principles

Manager interview questions around the knowledge requirements are answered by reviewing your resume or CV as they refer directly to your qualifications and work task experience.

Anticipate and plan for questions that explore your training and qualifications and your task experience, with reference to the specific knowledge requirements listed.

Examples include:

"What methods have you used to evaluate employee's job performance?"

"What experience do you have in setting budgets?"

"What systems have you developed and implemented to improve operating efficiency in your department?"

The interview will focus on questions that look for evidence of management-related competencies. You will be asked to provide specific examples of when you have demonstrated the required competency.

You should reflect on your past experiences, select appropriate examples and plan your response using the following structure:

- Describe the specific situation or task you were involved in
- Detail the action and steps **you** took in the situation
- Outline the results and outcome of your actions. What happened, what was accomplished, what did you learn?

Refer to the *manager interview questions* document that explores the essential competencies for a management or supervisory position. Use the answer guidelines to help you prepare your own excellent answers.

Judgment and Decision-making

"Tell us about a tough decision you had to make recently at work, how did you go about making the decision?"

"Describe a problem you recently experienced with an employee who reported to you, how did you solve it?"

Answer guidelines: Show how you are able to review the relevant facts, consider alternatives and decide on the most appropriate action. Discuss how you take into consideration the available resources and any possible constraints.

Delegation of Tasks and Responsibility

"Tell us about an important assignment or task that you delegated. How did you ensure that it would be completed successfully?"

"When delegating a recent assignment, describe how you showed your confidence in the person's ability to do the job?"

Answer Guidelines: Show how you assign tasks and responsibility to the appropriate people, how you clarify exactly what is expected, communicate confidence and ensure adequate resources are available for successful completion of the task. Include follow-up procedures and setting deadlines.

Staff Motivation

"Give us an example of when you successfully motivated your staff using incentives or rewards."

"Describe a time you had to motivate a staff member who was reluctant to undertake an assignment."

Answer Guidelines: Show how you determine the appropriate motivation strategies for your staff members by understanding their different needs and perspectives. Include the communication of goals and visions to your staff, gaining commitment to these, establishing appropriate reward and incentive structures and supporting and leading staff to success.

Staff Development

"Describe a time you had to provide training or coaching to different staff members on the same tasks."

"Give me an example of when you had to provide feedback to a staff member who was performing poorly, how did you go about this and what was the outcome?"

Answer Guidelines: Show how you have facilitated the development of knowledge and skills, how you adjust your approach according to the individual and provide support where needed. Discuss how you are able to assess the needs of your staff, establish a plan for improvement considering available resources and the individual requirements and gain agreement to this plan.

Staff Communication

"Give us a specific example of when you had to clearly communicate your expectations to a subordinate."

"Tell us about the steps you took to establish rapport with a new staff member."

Answer Guidelines: Show how you communicate information effectively to an individual or group, adjusting your approach according to the situation. Include your ability to see the other person's perspective and establish a constructive relationship.

Work Management

"Talk us through a short term plan you developed and implemented for your department."

"What methods have you used to prioritize work assignments?"

Answer Guidelines: Describe your ability to establish objectives, set priorities, plan proper assignment of tasks, allocate resources effectively, use appropriate organizational tools and follow up on work status.

Manager interview questions should explore **motivation** and commitment to a managerial position, such as:

"What do you consider to be the most challenging thing about being a manager?"

"What are the recent trends in management that you have come across?"

"How would you describe your management style?"

The *manager interview questions* are a good guide of what to expect in manager or supervisor job interview. Preparation and confidence will stand out as the right candidate for the job!