

Emotional Intelligence Interview Resources

See the Works Cited section in this document for the sources of this data which were taken directly from the Internet.

Ways to Demonstrate Emotional Intelligence in a Job Interview (Robinson)

Emotional Intelligence is defined as a person's ability to **identify, assess** and **control emotions of themselves, others** and **groups of people**. Employers might be interested in hiring and promoting people who appear to demonstrate higher levels of Emotional Intelligence.

Consider these 3 ways to demonstrate strong interpersonal skills in the job search process:

- Speak convincingly about team work and collaborative work in former assignments. Share how you interacted with team members and discuss successful outcomes of projects. The ability to work effectively with other people and resolve conflicts may be an indicator of your Emotional Intelligence.
- Speak positively about working effectively with former supervisors. Using the interview or the hiring process to bash former supervisors or companies, may be an indicator of the fact that you did not fit in well with the last company and that your relationships were not successful.
- Speak directly about your decision making processes in the workplace and what empathetic behaviors might drive your actions.

Employers want to have a certain level of confidence in a worker's ability to handle working relationships in positive, productive ways that will be an asset, not a detriment, to the organization.

Hiring for Emotional Intelligence (DuVernay, 2008)

There are multiple aspects to emotional intelligence, but homing in on these three in the interview process will go a long way toward identifying candidates with high EQ--and eliminating those likely to destroy more value than they create:

- **Self-awareness and self-regulation.** The candidate understands the needs and wishes that drive him and how they affect his behavior. He regulates his emotions so that any fear, anger, or anxiety he experiences doesn't spread to his colleagues or make him lose control.
- **Reading others and recognizing the impact of his behavior on them.** The candidate has well-developed emotional and social "radar" and can sense how his words and actions influence his colleagues.
- **The ability to learn from mistakes.** He can acknowledge his mistakes, reflect critically upon them, and learn from them.

What follows are guidelines for questions to ask and answers to listen for in interviews. The advice here is also pertinent to managers who need to interview colleagues outside their units to decide whether to appoint them to cross-functional teams.

1. Self-awareness and self-regulation

To assess a candidate's self-awareness and ability to self-regulate, ask these questions, which, like the other questions in this article, are adapted from Lynn's book *The EQ Interview*:

- Can you tell me about a time when your mood affected your performance, either negatively or positively?
- Tell me about a conflict you had with a peer, direct report, or boss--how did it start and how did it get resolved?

2. Reading others and recognizing the impact of his behavior on them

To assess a candidate's skill level in this aspect of emotional intelligence, ask questions such as:

- Tell me about a time when you did or said something that had a negative impact on a customer, peer, or direct report. How did you know the impact was negative?
- Have you ever been in a business situation where you thought you needed to adjust your behavior? How did you know and what did you do?

3. The ability to learn from mistakes

Missteps and outright failure offer opportunities for growth, and high-EQ individuals are able to learn from them. Here again, look for positive patterns in candidates' past experiences:

- Have you ever been in a situation where you felt you needed to modify or change your behavior? How did you know? How have you been able to take lessons learned from that situation and apply them to another?
- Tell me about a situation when you discovered that you were on the wrong course. How did you know? What did you do? What, if anything, did you learn from the experience?

Word-for-Word Job Interview Answers to Use To Get Hired (Firestone, 2014)

- Why did you leave your last job?
- Have you ever been fired or forced to resign?
- Why have you had so many jobs in such a short period of time?
- Can you explain this gap in your employment history?
- Why should we hire YOU? — What can you do for us that someone else cannot?
- What would you hope to accomplish in your first 90 days here?
- Give me an example of a problem you faced on the job, and tell me how you solved it.
- Tell me about a time when you had to use your presentation skills to influence someone's opinion.
- Walk me through the steps you took to reach an important long-term goal.
- What's your biggest weakness? Give some examples of areas where you need to improve.
- Share some examples of how you've been able to motivate other people.
- Describe a decision you made that was unpopular, and how you handled implementing it.
- What was your role in your department's most recent success?
- So ... Tell me about yourself.
- What have you learned from your mistakes?

- Describe a time when you were faced with unreasonable deadlines at work. — What did you do? What was the outcome?
- What would your last boss say about you?
- How much \$\$\$ money do you expect if we offer this position to you?
- Tell me about a time you had to establish a new partnership, or build new relationships in order to get something done. How did you go about that?
- What are your long-range career objectives & what steps have you taken toward obtaining them?
- Describe a situation when working with a team produced more successful results than if you had completed the project on your own.
- Have you ever had problems with a supervisor or a coworker? ... Describe the situation.
- What do you do when people disagree with your ideas? Describe some times when you had to resolve a conflict with an individual, or guide others to compromise.
- Describe a situation where you had to deal with someone who didn't like you as a person.
- Tell me about an important written document you were required to complete.
- What motivates you to go the extra mile on a project or job?
- Do you consider yourself to be a leader? What are the attributes of a good leader?
- Are you good at delegating tasks? Tell me about your process.
- Give me an example of a time when you tried to accomplish something and failed. Were you discouraged by this? What did you do about it?
- Where do you see yourself five years from now?
- What does it mean to be successful? ... Then how successful have you been so far?
- What's the last book you read?
- What are your expectations regarding promotions and salary increases?
- You don't have the right kind of experience.
- You may be overqualified or too experienced for the position.

Works Cited

- Carter, G. (2011, March 9). *Questions to Assess Emotional Intelligence*. Retrieved June 1, 2013, from PMP Connect: www.pmpconnect.com
- DuVernay, C. B. (2008, November 19). *Hiring for Emotional Intelligence*. Retrieved June 1, 2013, from HBR: www.blogs.hbr.org
- Firestone, B. (2014, October 6). *Word-for-Word Job Interview Answers to Use to Get Hired*. Retrieved October 6, 2014, from Job Interview Answers: <http://job-interview-answers.com>
- Mar, A. (n.d.). *45 Emotional Intelligence Interview Questions*. Retrieved June 1, 2013, from Simplifiable: www.careers.simplifiable.com
- Robinson, M. (n.d.). *3 Ways to Demonstrate Emotional Intelligence in a Job Interview*. Retrieved June 1, 2013, from Yahoo.com: www.voices.yahoo.com