

# BEHAVIOURAL INTERVIEW QUESTION TOPIC

## Decision Making

### Description:

Decides on and commits to a course of action in a timely manner having sought and evaluated a range of alternatives from knowledge, experience and insights, taking into consideration resources, constraints, ethics and organisational values.

### Evidence to look for:

- Makes decisions that have a broad impact across the business
- Anticipates and thinks through the scope and depth of impact a decision will have on key external constituencies and people at all levels in the company
- Considers wider market and reputational implications of decisions
- Makes insightful, timely decisions with incomplete information in difficult, unpredictable and highly complex situations
- Decisions demonstrate a clear ethical consideration

### Questions:

- What is the toughest business decision you've ever had to make? Why was it tough? What factors did you consider when making the decision? What was your final decision and outcome?
- Tell me about a time when you had to make a major decision in a short period of time. Outline the process of how you came to making the final decision. (Look for options, decision criteria and decisiveness)
- Describe a decision that had significant ramifications and/or changes for the business. What were the issues? How did you arrive at the final decision? Was the outcome satisfactory? (Look for timeliness, evaluation of options, analysis of constraints and resources to initiate change)
- Decision-making can be tough, particularly when involving a wide variety of internal and external stakeholders. Think of a decision that involved numerous stakeholders. Describe how you manoeuvred the discussion to a successful business outcome (look for an objective decision making process and the timeframe it took to make the decision. Consider the effectiveness of the decision in line with both internal and external stakeholders)