DAKIN PARTNERS

BEHAVIOURAL INTERVIEW QUESTION TOPIC

Persuasiveness & Influencing

Description:
Uses appropriate interpersonal styles and communication methods to present information in a manner that others find persuasive and compelling. Convinces others without exerting pressure.

Evidence to look for:
- Adeptly initiates and develops broad business networks with key opinion leaders for the benefit the company
- Is exceptionally polished and professional in presenting company positions to wide and diverse audiences
- Presents a compelling picture for the role of the company's products and services to employees and community stakeholders
- Deals comfortably with complex, multi-customer issues; can handle very complex and difficult interactions with dexterity and panache

Questions:
- Have you ever had to deal with a politically sensitive issue? What did you do? What would you do differently next time?

- Sometimes we have really good ideas but have to work hard to convince our supervisor/manager to "give it a go". Describe a time when you had to sell a good idea you had, to get it implemented.

- Can you give me an example of how you have used your 'influence' and 'personality' to achieve a result from people who do not report directly to you? What was the result?

- Have you ever managed a project team when the staff are not your direct reports? How much cooperation did you secure?

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