

Help Desk Technical Support Interview Questions And Answers Guide.



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Help Desk Technical Support Job Interview Preparation Guide.

Question # 1

How do you handle confidentiality in your work?

Answer:-

Often, interviewers will ask questions to find out the level of technical knowledge As Help Desk Technical Support that a candidate has concerning the duties of a care assistant. In a question such as this, there is an opportunity to demonstrate professional knowledge and awareness. The confidentiality of a person's medical records is an important factor for a care assistant to bear in mind.

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Question # 2

How do you think your colleagues at your last job would describe you?

Answer:-

While your CV will say a lot about your work history As Help Desk Technical Support, the interviewer will most likely look for greater detail with questions such as this. Be positive about previous experience, highlighting your own strengths.

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Question # 3

How would your boss and co-workers describe you?

Answer:-

First of all, be honest (remember, if you get this job, the hiring manager will be calling your former bosses and co-workers!). Then, try to pull out strengths and traits you haven't discussed in other aspects of the interview As Help Desk Technical Support, such as your strong work ethic or your willingness to pitch in on other projects when needed.

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Question # 4

What are you looking for in a new position As Help Desk Technical Support?

Answer:-

I've been honing my skills As Help Desk Technical Support for a few years now and, first and foremost, I'm looking for a position where I can continue to exercise those skills. Ideally the same things that this position has to offer. Be specific.

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Question # 5

What critical component of this position As Help Desk Technical Support makes the work challenging?

Answer:-

Heading information: This should include job title, pay grade or range, reporting relationship (by position, not individual), hours or shifts, and the likelihood of overtime or weekend work.

Summary objective of the job: List the general responsibilities and descriptions of key tasks and their purpose, relationships with customers, coworkers, and others, and the results expected of incumbent employees.

Qualifications: State the education, experience, training, and technical skills necessary for entry into this job.

Special demands: This should include any extraordinary conditions applicable to the job As Help Desk Technical Support (for example, heavy lifting, exposure to temperature extremes, prolonged standing, or travel).

Job duties and responsibilities: Only two features of job responsibility are important: identifying tasks that comprise about 90 to 95 percent of the work done and listing tasks in order of the time consumed (or, sometimes, in order of importance).

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Question # 6



What experience do you have As Help Desk Technical Support?

Answer:-

The employer would want to know that not only you can do the job but you can make the difference and bring significant contribution - Simple as that. No doubt that this is your time to perform and present yourself - You have to introduce/sell yourself to the interviewer. Prepare your answer based on your qualification, professional experience and what you've already achieved in your previous jobs. This is your time to express why you think that your professional abilities fit into the job and its requirements.

Top 10 employment experience you'd want to review:

- * Companies you worked for with dates
- * The positions you've held
- * Key projects and responsibilities
- * Achievements
- * Coursework & continues education
- * Expertise
- * Tools you used (software, hardware)
- * Knowledge of languages
- * Engagement with customers and key industry leaders
- * Team work you were involved (and your contribution)

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Question # 7

Would you like doing repetitive work?

Answer:-

Why not, I am not only doing a repetitive work but also earning but also getting a good salary by the company As Help Desk Technical Support. And second thing is that nothing is interesting in the life till we are not interested.

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Question # 8

How do you deal with pressure or stressful situations?

Answer:-

Choose an answer that shows that you can meet a stressful situation head-on in a productive, positive manner and let nothing stop you from accomplishing your goals. A great approach is to talk through your go-to stress-reduction tactics (making the world's greatest to-do list, stopping to take 10 deep breaths), and then share an example of a stressful situation you navigated with ease.

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Question # 9

If hired, how do you intend on making a difference with our company?

Answer:-

Dedicate myself to learn everything about the new company that I can, look for ways and ideas that could improve, processes, safety, removing obstacles from the associates, I want to advance within the company.

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Question # 10

What was the most difficult employee situation you found yourself As Help Desk Technical Support? How did you overcome the problem?

Answer:-

One of employees was conflicting with other and colleague who was prove his was wrong hi denied and was invite union to defend him but we have prove his wrong and I was facing disciplinary action.

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Question # 11

What's a time you disagreed with a decision that was made at work?

Answer:-

Everyone disagrees with the boss from time to time, but in asking this interview question As Help Desk Technical Support, hiring managers want to know that you can do so in a productive, professional way. "You don't want to tell the story about the time when you disagreed but your boss was being a jerk and you just gave in to keep the peace. And you don't want to tell the one where you realized you were wrong,". Tell the one where your actions made a positive difference on the outcome of the situation, whether it was a work-related outcome or a more effective and productive working relationship.

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Question # 12

Why are manhole covers round?

Answer:-

This is a classic brainteaser, which was reportedly first asked by a Microsoft interviewer. Here's how to ""solve"" this brainteaser (remember to speak and reason out loud while solving this brainteaser): Why are manhole covers round? Could there be a structural reason? Why aren't manhole covers square? It would make it harder to fit with a cover. You'd have to rotate it exactly the right way.

The pipes below are also round, so fitting them might be easier, as might be making them. So many manhole covers are round because they don't need to be rotated. There are no corners to deal with. Also, a round manhole cover won't fall into a hole because it was rotated the wrong way, so it's safer. Looking at this, it seems corners are a problem. You can't cut yourself on a round manhole cover. And because it's round, it can be more easily transported. One person can roll it.

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Question # 13

Why should I hire you As Help Desk Technical Support?

Answer:-

To close the deal on a job offer, you MUST be prepared with a concise summary of the top reasons to choose you. Even if your interviewer doesn't ask one of these question in so many words, you should have an answer prepared and be looking for ways to communicate your top reasons throughout the interview process.

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Question # 14

Describe a typical work week for this position As Help Desk Technical Support?

Answer:-

Interviewers expect a candidate for employment to discuss what they do while they are working in detail. Before you answer, consider the position As Help Desk Technical Support you are applying for and how your current or past positions relate to it. The more you can connect your past experience with the job opening, the more successful you will be at answering the questions.

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Question # 15

Do you have good computer skills?

Answer:-

It is becoming increasingly important for medical assistants to be knowledgeable about computers. If you are a long-time computer user with experience with different software applications, mention it. It is also a good idea to mention any other computer skills you have, such as a high typing rate, website creation, and more.

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Question # 16

Explain me about your experience working in this field As Help Desk Technical Support?

Answer:-

I am dedicated, hardworking and great team player for the common goal of the company I work with. I am fast learner and quickly adopt to fast pace and dynamic area. I am well organized, detail oriented and punctual person.

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Question # 17

Have you got any questions?

Answer:-

This is your final opportunity to persuade the interviewer that you are the right candidate for the job. Now is not the time to ask questions about holidays, pay or pensions - all these things can be asked later when you get an offer of employment. Now is the time to ask about any reservations that the interviewer may have about your suitability for the role. You will then give yourself one last chance to persuade the interviewer that you are the right candidate for the job.

Example Thank you. I think we have covered everything. Before we finish the interview I would like to take the opportunity to ask if you have any reservations about my suitability for this role?

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Question # 18

How do you plan to go by an example for your subordinates?

Answer:-

Sticking to the rules by yourself, working hard and not mind participating on basic tasks is a good answer.

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Question # 19

How would you rate your communication and interpersonal skills for this job As Help Desk Technical Support?

Answer:-

These are important for support workers. But they differ from the communication skills of a CEO or a desktop support technician. Communication must be adapted to the special ways and needs of the clients. Workers must be able to not only understand and help their clients, but must project empathy and be a warm, humane presence in their lives.

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Question # 20

How would your friends describe you?

Answer:-

My friends would probably say that I'm extremely persistent - I've never been afraid to keep going back until I get what I want. When I worked as a program developer, recruiting keynote speakers for a major tech conference, I got one rejection after another - this was just the nature of the job. But I really wanted the big players - so I wouldn't take no for an answer. I kept going back to them every time there was a new company on board, or some new value proposition. Eventually, many of them actually said "yes" - the program turned out to be so great that we doubled our attendees from the year before. A lot of people might have given up after the first rejection, but it's just not in my nature. If I know something is possible, I have to keep trying until I get it.

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Question # 21



What do you know about the company?

Answer:-

Any candidate can read and regurgitate the company's "About" page. So, when interviewers ask this, they aren't necessarily trying to gauge whether you understand the mission—they want to know whether you care about it. Start with one line that shows you understand the company's goals, using a couple key words and phrases from the website, but then go on to make it personal. Say, "I'm personally drawn to this mission because..." or "I really believe in this approach because..." and share a personal example or two.

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Question # 22

What schedule do you hope to work? Are you willing to work extra hours?

Answer:-

Be honest. If you really want the job and are willing to work any schedule needed, say so. If, however, you have no intention of working late hours or weekends, simply let the interviewer know the hours that you are available to work. The same applies to extra hours. You are more likely to be hired if you are willing to work any time you are needed. However, saying that you are willing and then complaining about the hours once you start working is a recipe for disaster.

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Question # 23

Where do you see yourself professionally five years from now As Help Desk Technical Support?

Answer:-

Demonstrate both loyalty and ambition in the answer to this question. After sharing your personal ambition, it may be a good time to ask the interviewer if your ambitions match those of the company.

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Question # 24

How do you think I rate as an interviewer?

Answer:-

I think you did fine. I'm sure you've conducted a lot of interviews, and it's probably second nature for you now. Thanks for taking the time to meet with me today. I'm sure you have a lot of things you have to juggle every day. I'd say you rate at least ten out of ten. The questions you asked seemed spot on. I can tell you guys are working hard to find the perfect applicant for the job. I'm glad I could meet with you.

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Question # 25

Tell me about a time when you had to give someone difficult feedback As Help Desk Technical Support?

Answer:-

By asking this question, your interviewer hopes to learn whether you can communicate effectively, address issues in the workplace and motivate others during difficult times. Giving negative feedback requires honesty, thoughtfulness and tact. Answering this question well can help show an interviewer that you would be a good fit for a managerial position or a position that involves working closely with others.

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Question # 26

Are you currently looking at other job opportunities?

Answer:-

Just answer this question honestly. Sometime an employer wants to know if there are other companies you're considering so that they can determine how serious you are about the industry, they're company and find out if you're in demand. Don't spend a lot of time on this question; just try to stay focused on the job you're interviewing for.

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Question # 27

If you had enough money to retire would you?

Answer:-

Just be honest. If you would retire then say so. But since you can't retire, and the interviewer already knows this, simply answer that since you can't this is type of work you prefer doing. However, if you wouldn't retire if you had the money then explain why. Work is an important element of happiness for most people and many won't retire even when they can.

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Question # 28

What has disappointed you about a previous job?

Answer:-

Again, this question could get you in trouble so tread carefully. Some good answers might be that your previous job didn't provide any room for growth, that you were laid off due to a mandatory reduction in staff, that they closed their office in your state and required you to relocate, etc. Make sure not to mention anything negative about the people you worked with, the company in general or the job itself.

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Question # 29

Describe your management style?

Answer:-

Try to avoid specific classifications, whatever it may be. Organizations usually prefer managers who can adapt their skills to different situations.

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Question # 30

Describe your work ethic?

Answer:-

While discussing this, be sure to stress specific examples of what you bring to the company. Good qualities include resolve to fulfill job responsibilities, optimism, and a desire to be as efficient as possible while at work.

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Question # 31

What has been your biggest professional disappointment?

Answer:-

When discussing a professional disappointment, make sure to discuss a scenario you could not control. Be positive about the experience and accept personal responsibility where applicable.

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Question # 32

What can you offer us that someone else can not?

Answer:-

Bad Answer: Going negative - if the candidate starts trash talking other candidates, it's a sure sign of a bad attitude. Also, if they can't provide a solid answer, it may show that they lack thorough knowledge of the skills the job requires, and an understanding of where they fit in.

Good answer: The candidate can name specific skills, abilities or understandings they have that apply directly to the job that other candidates are unlikely to have, or are in short supply.

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Question # 33

Tell me about a time you had to fire a friend?

Answer:-

Hopefully you've never had to do this, but if you did, talk about how hard it was personally to fire anyone but that you did it objectively.

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Question # 34

What's been your biggest failure to date?

Answer:-

Describe your biggest failure and discuss what you've learned from it and ideally how you've been successful since because of that lesson.

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Question # 35

What differentiates you from the competition?

Answer:-

Think about what you bring to the table that you truly believe is unique - the easiest way to do is to think of your own personal stories that demonstrate your work ethic, skills, and dedication. Most people have some or all of those skills, but the unique stories are what make people stand out in interviews.

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Question # 36

What are three positive characteristics you wish you had?

Answer:-

The key here is to be honest about your wish list but then to describe how you plan on developing or growing those characteristics so that it becomes a reality. For example, I wish I had a stronger work ethic and I am reading a book right now about how to instill a better discipline around getting work done efficiently.

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Question # 37

What type of extracurricular activities are you a part of?

Answer:-

Discuss the clubs / activities you were in, share a personal story about why you enjoyed it and then describe how it's helped shape you to be who you are today. For example, I enjoyed rock climbing because it taught me the value of practicing hard at a sport to become skilled in it. I bring this same diligence to my work approach today as well.

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Question # 38

Describe your academic achievements?

Answer:-

Think of a time where you really stood out and shined within college. It could be a leadership role in a project, it could be your great grades that demonstrate your intelligence and discipline, it could be the fact that you double majored. Where have you shined?

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Question # 39

How important is the vision of the company to you?

Answer:-

It should be very important if you want a long standing career. Remember, you're investing your time, energy and earnings potential into a company so you want to make sure it's a sustainably successful company that will grow with you over the long haul.

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Question # 40

If you could offer suggestions on how to improve our company, what would you say?

Answer:-

Examine the trends of the company and also where there may be some weaknesses (news articles often document this on public companies or look at their competitors to see how they're positioning it against them.) Then, once you have that knowledge, think creatively on how you could improve upon that weakness for them.

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Question # 41

What other companies are you interviewing at?

Answer:-

Be open and share if you are indeed interviewing elsewhere, but do it in a humble way. This way you don't seem arrogant and the interviewer knows your skills are valued by other companies. This also tends to make them want you more as they know they are competing for your services.

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Question # 42

Why are you the best fit for this job As Help Desk Technical Support?

Answer:-

Analyze the job responsibilities and match those to your skills sets. Then discuss how your experience and skills sets can truly create the best impact to the company in that specific job role. Impact could mean marketing impressions, sales, cutting costs, making products more efficiently, creating better customer service, engineering new designs that create customer excitement, etc.

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Question # 43

What will your ramp time be before you become a meaningful contributor?

Answer:-

Companies want staff that can ramp quickly, but also want people who are realistic. So take into consideration how intense the job is and then give a good answer. For example, if you have simple responsibilities that don't require a huge development curve, then your ramp time will probably be shorter. If it's a complex set of skills that you need to develop, then your ramp time could be longer - the key is you have to explain why you believe that ramp time should be.

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Question # 44

What's the most rewarding work you've ever done and why?

Answer:-

Companies love it when you discuss how you've made an impact on your teammates, clients, or partners in the business or in school. It should be rewarding because of the hard work and creative process that you've put into it.

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Question # 45

What's the least rewarding work you've ever done and why?

Answer:-

Describe work you've done that you feel doesn't take advantage of your full potential. For example, "I once had to make paper copies for my job and I feel it didn't take full advantage of my skills. However, it did teach me to be humble in my work and to appreciate a good opportunity when it arose to use my skills"

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Question # 46

What other jobs are you applying for As Help Desk Technical Support?

Answer:-

If you're applying with other similar companies in a similar or the same industry, it's actually okay to state that as it shows you're valued and wanted.



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Question # 47

How do you prioritize your work initiatives As Help Desk Technical Support?

Answer:-

Discuss how you prioritize your work initiatives based on the company initiatives. For example, if you're in customer service discuss how you're focused on providing the best customer experience.

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Question # 48

If I talked to your three biggest fans, who would they be and why?

Answer:-

If you can reference three professionals with executive titles (CXO, VP, Director, Manager), that carries a lot of weight. Make sure you highlight how you've helped them achieve their biggest objectives and how that's made them your fan.

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Question # 49

What do you expect to be earning in 5 years As Help Desk Technical Support?

Answer:-

Discuss how you expect yourself to be excellent at your job. Thus, it would be reasonable to expect pay that is based on the merit of your work.

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Question # 50

What were the responsibilities of your last position As Help Desk Technical Support?

Answer:-

If you want to show your ambition, you can discuss how you haven't reached all of your goals yet and in that sense aren't satisfied. However, if you want to discuss satisfaction from your job discuss an experience in which you achieved something.

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Question # 51

What are three positive character traits you don't have?

Answer:-

List three attributes that you aspire to attain / build in the next few years - and then explain how you would develop those.

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Question # 52

If you were interviewing someone for this position As Help Desk Technical Support, what traits would you look for?

Answer:-

This is where the interviewer tries to turn the tables on you. Answer confidently by stating 3 specific traits that are applicable to that job role. For example, a consulting job would likely look for someone who can think outside of the box.

After answering, ask them, "Am I spot on here and if not, what traits would you look for?"

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Question # 53

Do you think a leader should be feared or liked?

Answer:-

Liked. You want to work harder for people that inspire and motivate you. Fear only lasts for so long.

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Question # 54

There's no right or wrong answer, but if you could be anywhere in the world right now, where would you be?

Answer:-

Just be honest about where you'd like to be - you never know - you may end up bonding with the interviewer with the location. However, you want to stress that you want to work out of the location that you're interviewing for.

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Question # 55

What would you do if you won the lottery?

Answer:-

The interviewer is asking this question to find out what your true passion is. Ideally it aligns to the type of work you're interviewing for. If not, tie it back in terms of how it relates to the job, for example, "I believe I'll learn the necessary skills in this job to pursue my passion later on in life."



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Question # 56

How would you go about establishing your credibility quickly As Help Desk Technical Support with the team?

Answer:-

Fully understand my responsibilities, work hard and exceed expectations, learn as much as possible, help others as much as possible, understand what my teammates' goals and needs are, be on time, and gain a mentor.

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Question # 57

Why did you choose your major in college or tech school?

Answer:-

People usually choose their major based on their passions or the career path they want to head towards.

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Question # 58

What is the difference between a big ego and a healthy ego?

Answer:-

"Ego" should be replaced by confidence. It's good to be confident as it shows that you know what you're doing. However, a big ego is when confidence spirals out of control and you become arrogant.

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Question # 59

What does "thinking outside the box" mean to you?

Answer:-

It means not doing things exactly the same way as everyone else. You've got to challenge the status quo and bring something new to the business.

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Question # 60

In what areas do you think you will need guidance?

Answer:-

Think about what you need to learn going into the job. Skill sets, industry knowledge, relationship building, team dynamics. Which areas are ones you're lacking?

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Question # 61

In your last job what kinds of pressure did you encounter and how did you react As Help Desk Technical Support?

Answer:-

Do not show your fear or uneasiness in handling pressure. Everyone likes to have a worker who can handle pressure calmly and with a clear train of thought. Show how you would logically come to a conclusion in a pressure filled situation.

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Question # 62

What kind of work interests you the most?

Answer:-

You can talk about what you're passionate about. What motivates you. What excites you.

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Question # 63

When was the last time something upset you at work? What did you do?

Answer:-

Almost everyone has an emotional moment related to work at some point - you're not alone. The key is to learn why you reacted that way and to focus not on the problem but HOW to resolve it. Another key component is to be aware of your emotional response so that you can learn to control it in the future in a calm way.

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Info@globalguideline.com