

# Laboratory Quality Assurance Interview Questions And Answers Guide.



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# Laboratory Quality Assurance Job Interview Preparation Guide.

## Question # 1

What's your dream job?

### Answer:-

Along similar lines, the interviewer wants to uncover whether this position As Laboratory Quality Assurance is really in line with your ultimate career goals. While "an GGL star" might get you a few laughs, a better bet is to talk about your goals and ambitions-and why this job will get you closer to them.

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## Question # 2

What do you like to do for fun?

### Answer:-

Be open to sharing hobbies and activities that you enjoy. Make sure you're genuine about it and don't list off things you don't really like because if they ask you a follow up question it'll be harder for you to answer.

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## Question # 3

What do you consider ethical spending on an expense account?

### Answer:-

It depends on the role - but the better way to answer this is to ask the interviewer what their expectations are with regards to what the role can expense and then simply state that you'll stay within those parameters

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## Question # 4

What do you know about our company?

### Answer:-

You always want to make sure that you're pretty familiar with the company that you're interviewing with. Nothing looks worse than a candidate who knows nothing about the company they say they're interested in working for. Find out everything you can about the company, its culture and its goals. You will also want to know how the company is positioned in its market as well as who its major competitors are.

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## Question # 5

What is your dream job?

### Answer:-

There is almost no good answer to this question, so don't be specific. If you tell the interviewer that the job you're applying for with his/her company is the perfect job you may lose credibility if you don't sound believable (which you probably won't if you're not telling the truth.) If you give the interviewer some other job the interviewer may get concerned that you'll get dissatisfied with the position if you're hired. Again, don't be specific. A good response could be, "A job where my work ethic and abilities are recognized and I can make a meaningful difference to the organization."

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## Question # 6

Give me an example of how you handled pressure at work As Laboratory Quality Assurance?

### Answer:-

The company is looking to see if you can handle pressure well. Share with them an example where you were able to stay calm during a pressure filled situation (perhaps it was a deadline, or there was an emergency with a customer occurring). Discuss the situation, your reaction and steps you took to resolve it and the outcome.



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### Question # 7

Your client is upset with you for a mistake you made, how do you react?

**Answer:-**

Acknowledge their pain - empathize with them. Then apologize and offer a solution to fix the mistake.

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### Question # 8

What motivates you?

**Answer:-**

I've always been motivated by the challenge - in my last role, I was responsible for training our new recruits and having a 100% success rate in passing scores. I know that this job is very fast-paced and I'm more than up for the challenge. In fact, I thrive on it.

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### Question # 9

How do you rate yourself in computer skills? Please describe the programs and software that you can use well?

**Answer:-**

Ideally you want to be able to type quickly, have the ability to effectively use Microsoft Office, and more importantly be able to quickly adapt to computer / technology skills. More and more it's become an integral part of work. If the job doesn't require technology skills - then this question shouldn't be asked!

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### Question # 10

Top 11 Questions to Verify Experience and Credentials As Laboratory Quality Assurance:

**Answer:-**

Sometimes people want a job a little too bad - and they may fudge their credentials and experience a bit.

If you've run into this problem, are worried about it, or have credentials and experience that are absolutely essential, you may need to ask a few verification questions. If you are a candidate, you should review your resume and make sure you know all the key points, and that nothing has been misconstrued.

1. What grades did you get in college?
2. What were your responsibilities when you worked in job x?
3. How many people were on your team at your last job?
4. What will your previous manager/supervisor say when I ask where you needed to improve?
5. What was your beginning and ending salary at job x?
6. What were your beginning and ending titles at job x?
7. Are you eligible for rehire at job x?
8. What tools are necessary for performing job x?
9. Describe to me how you would perform [x typical job task].
10. What was the focus of your thesis?
11. When did you leave company x?

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### Question # 11

Tell me about a difficult decision you've made in the last year As Laboratory Quality Assurance?

**Answer:-**

We all have difficult decisions in our lives. Show how you were able to arrive at it and then how you decisively acted.

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### Question # 12

What makes you right for this position?

**Answer:-**

This question can be tricky because you need to show your worth As Laboratory Quality Assurance without sounding cocky or arrogant. Research the business ahead of time and become familiar with its mission and values. Take the time to figure out how your personal qualities fit the needs of the business and use that fit to provide your answer.

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### Question # 13

Did you consider yourself a team player?

**Answer:-**

Of course you're a team player - who isn't. But a simple yes probably isn't the response the interviewer is looking for. Be ready to provide specific example of how you've worked as part of a cohesive team to get things accomplished and how you've focus on team performance rather than individual performance. Make sure not to brag as this will make it appear as that you're more concerned about your own performance and accomplishments than those of the team.

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### Question # 14

How would your boss and co-workers describe you?



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### **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 Laboratory Quality Assurance, such as your strong work ethic or your willingness to pitch in on other projects when needed.

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### **Question # 15**

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 # 16**

If you were interviewing someone for this position As Laboratory Quality Assurance, 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 # 17**

What is your greatest strength As Laboratory Quality Assurance?

### **Answer:-**

This is your time to shine. Just remember the interviewer is looking for work related strengths As Laboratory Quality Assurance. Mention a number of them such as being a good motivator, problem solver, performing well under pressure, being loyal, having a positive attitude, eager to learn, taking initiative, and attention to detail. Whichever you go for, be prepared to give examples that illustrate this particular skill.

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### **Question # 18**

Who has been an inspiration for you?

### **Answer:-**

Cite your role models (possible examples could be your parents, people successful in the industry, world leaders, etc)

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### **Question # 19**

What motivates you the most?

### **Answer:-**

Is it money? Is it career development? Is it recognition? Is it a sense of achievement? Is it to impress your peers? Is it for fame?

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### **Question # 20**

Tell us something about yourself?

### **Answer:-**

Bad Answer: Candidates who ramble on about themselves without regard for information that will actually help the interviewer make a decision, or candidates who actually provide information showing they are unfit for the job.

Good answer: An answer that gives the interviewer a glimpse of the candidate's personality, without veering away from providing information that relates to the job. Answers should be positive, and not generic.

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### **Question # 21**

Top 12 Stress Based Interview Questions As Laboratory Quality Assurance:

### **Answer:-**

Some jobs require employees to work under stress, and some interviewers just like to see how applicants handle stressful questions.

There are many questions designed for putting the interviewee into an awkward situation, or throwing them off, to see how they do under stress. Here are some samples.

1. How do you feel this interview is going As Laboratory Quality Assurance?
2. How would you handle undeserved criticism from a superior?
3. How many other jobs are you applying for?
4. What would you do if you saw a colleague stealing supplies or equipment?
5. What did you do when you had a boss you didn't get along with?
6. What would you do if a colleague took credit for your idea, and got a promotion?
7. Was the stress of your previous job too much for you?
8. What would you do if a colleague admitted to lying on their resume to get the job?
9. What would you do if a customer verbally insulted you in front of co-workers?
10. What would you change about the design of a baseball hat?



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11. Why were you fired from your previous job As Laboratory Quality Assurance?  
12. How successful do you think you've been so far?

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### **Question # 22**

How do you prioritize your work?

**Answer:-**

Depends on the situation... I like to label certain tasks as either A B or C...A being the one that requires immediate attention, and C which are tasks that aren't urgent but eventually need to get done... I like to focus my work As Laboratory Quality Assurance on the things that need to get done, and done quickly... While balancing the other work alongside our first priorities.

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### **Question # 23**

Why did you leave your last job As Laboratory Quality Assurance?

**Answer:-**

Regardless of why you left your last job make sure to stay positive. Always smile and focus on the positive reason such you were seeking the opportunity to expand your career opportunities, your interest in working with a new firm that provided greater opportunity, you desired to work in a new location, etc. Don't reference previous job problems or differences with management that caused you to leave. If you stay positive, your answer may help you. If you're negative, you will likely decrease your chances of getting the job for which you're interviewing.

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### **Question # 24**

Tell me why do you want this job As Laboratory Quality Assurance?

**Answer:-**

Bad Answer: No solid answer, answers that don't align with what the job actually offers, or uninspired answers that show your position is just another of the many jobs they're applying for.

Good answer: The candidate has clear reasons for wanting the job that show enthusiasm for the work and the position, and knowledge about the company and job.

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### **Question # 25**

What is your typical way of dealing with conflict? Give me an example?

**Answer:-**

First, find out what the root of the problem is. Second, determine the best steps to remediation with the best possible outcome. Third, take action to put remediation plans in place.

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### **Question # 26**

Describe a time when you anticipated potential problems and developed preventive measures?

**Answer:-**

The key here is to show that you were proactive. How did you find out about the potential problems? How did you address it quickly?

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### **Question # 27**

What can you tell me about team work as part of the job As Laboratory Quality Assurance?

**Answer:-**

There is usually a team of staff nurses working in cooperation with each other. A team of nurses has to get along well and coordinate their actions, usually by dividing their responsibilities into sectors or specific activities. They help each other perform tasks requiring more than one person.

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### **Question # 28**

Do you work better on a team, with just one partner, or alone?

**Answer:-**

Ideally you can handle all three well, but you may have a personal preference for one or a few. The key is to make sure you understand what the job is looking for and to pair your answer with that (assuming it's true)

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### **Question # 29**

How would you impact the company?

**Answer:-**

Consider first the role that you're applying for and then think of 3 ways where you could potentially impact the company's bottom line and top line. Then consider how you impact the company in a creative manner (how do you help productivity, the development of new products, marketing etc - of course this part is specific to the role you're applying for)

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### Question # 30

How many tennis balls can you fit into a limousine? 1,000? 10,000? 100,000? Seriously?

#### Answer:-

Well, seriously, you might get asked brainteaser questions like these, especially in quantitative jobs. But remember that the interviewer doesn't necessarily want an exact number-he wants to make sure that you understand what's being asked of you, and that you can set into motion a systematic and logical way to respond. So, just take a deep breath, and start thinking through the math. (Yes, it's OK to ask for a pen and paper!)

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### Question # 31

Why were you fired?

#### Answer:-

OK, if you get the admittedly much tougher follow-up question as to why you were let go (and the truth isn't exactly pretty), your best bet is to be honest (the job-seeking world is small, after all). But it doesn't have to be a deal-breaker. Share how you've grown and how you approach your job and life now as a result. If you can position the learning experience as an advantage for this next job, even better.

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### Question # 32

How important is a positive attitude to you?

#### Answer:-

Incredibly important. I believe a positive attitude is the foundation of being successful - it's contagious in the workplace, with our customers, and ultimately it's the difference maker.

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### Question # 33

How do you define arrogant? Are you arrogant?

#### Answer:-

Arrogance is having an attitude of superiority beyond reason. Confidence is believing in yourself without being cocky. You should not be arrogant.

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### Question # 34

If you have seven white socks and nine black socks in a drawer, how many socks do you have to pull out blindly in order to ensure that you have a matching pair?

#### Answer:-

if the first one is one color (say, white), and the second one is the other color (black), then the third one, no matter what the color, will make a matching pair. (Sometimes you're not supposed to think that hard.)

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### Question # 35

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 # 36

What makes you a good manager?

#### Answer:-

Describe how you manage people, time, money and energy in the most effective manner to achieve the best return of that investment.

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### Question # 37

What was the most difficult employee situation you found yourself As Laboratory Quality Assurance? 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 # 38

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 Laboratory Quality Assurance, 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 # 39

What classes did you enjoy most in college and why?

#### Answer:-

Think back to the classes that either resonated with your passion or truly helped you to develop skills that you believe will help you in your career. Talk about those.

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### Question # 40

What are you passionate about?

#### Answer:-

Ask yourself - what are your core passions that you wake up excited to act on each and every day? Ask yourself what makes you happy or drives you - is it helping others? Is it making money? Is it creating something? Is it about changing the world? Etc.

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### Question # 41

Have you ever been fired and if yes, why?

#### Answer:-

Answer this as positively as possible and try to avoid disparaging the company you had previously worked for. The key is to accept the fact that yes, you were fired, but you've learned from the mistakes that got you there and you're better now because of it. If you haven't been fired, well, then this question's a piece of cake isn't it?

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### Question # 42

Do you like being around people?

#### Answer:-

People skills are a necessity for medical assistants. When answering this question, be sure to show that you enjoy interacting and working with others and that you also derive great enjoyment from helping others. This will show that you are a team player and that you would be a valuable team member As Laboratory Quality Assurance.

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### Question # 43

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 # 44

What is your ideal working environment?

#### Answer:-

Describe your ideal working environment. Do you like flexibility with work hours? Do you like working in a cubicle or independently? Do you like to be micro managed or empowered? Do you like to work on your own or in a team? Do you like being driven by metrics in your role? How much responsibility do you want?

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### Question # 45

How do you handle conflicts with people you supervise?

#### Answer:-

At first place, you try to avoid conflicts if you can. But once it happens and there's no way to avoid it, you try to understand the point of view of the other person and find the solution good for everyone. But you always keep the authority of your position.

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### Question # 46

Suppose there are three light switches outside a room. Inside is a single light bulb, controlled by one of the three switches. You need to determine which switch operates the bulb. You can turn the switches on and off as many times as you wish (they are all off to begin with), but may only enter the room once. There is no one there to help you. The door to the room is closed, and there are no windows, so you cannot see inside. How can you discover which switch operates the bulb?

#### Answer:-

Do the following steps:

\* 1. Turn ON two switches, and leave one OFF.

\* 2. Wait a few minutes.

\* 3. Turn one switch from ON to OFF. One is now ON and two are OFF

\* 4. Enter the room. - If the light is ON, it is controlled by the switch you left ON. - If the light bulb is OFF, touch it. If it is warm it is controlled by the switch you turned ON and OFF. If it is cold, it is controlled by the switch you never turned on.

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### **Question # 47**

What qualities do you believe are important to have as a manager?

#### **Answer:-**

Great managers tend to empower their employees to be successful through strong coaching. They understand how to manage relationships - this is commonly referred to as emotional intelligence. They have to be able to handle both client and staff situations that require them to be calm under pressure to clearly think of solutions to complex problems. Most importantly they must be able to articulate the vision to the team and inspire them to work together to collectively achieve that goal

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### **Question # 48**

What is your perception of taking on risk?

#### **Answer:-**

Your answer depends on the type of company you're interviewing for. If it's a start up, you need to be much more open to taking on risk. If it's a more established company, calculated risks to increase / improve the business or minimal risks would typically be more in line.

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### **Question # 49**

What are your presentation skills like As Laboratory Quality Assurance?

#### **Answer:-**

Make sure you share a story that demonstrates your presentation skills in front of many people. If you are really brave, offer to give a snippet of that presentation to the interviewer. This will definitely be different from what most people do.

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### **Question # 50**

What other jobs are you applying for As Laboratory Quality Assurance?

#### **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 # 51**

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 # 52**

How will you approach learning this "new" job As Laboratory Quality Assurance?

#### **Answer:-**

Interview peers and leaders/managers, read industry news, practice the skill sets needed, absorb information on the job as much as possible.

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### **Question # 53**

How much do you expect to get paid As Laboratory Quality Assurance?

#### **Answer:-**

For this be prepared and research salary to find out what similar positions are paying in your area before you go to the interview. Try to find this information out before giving your salary expectations. You can and should provide a range instead of an exact number. But again, don't say any numbers you're not comfortable with because if the employer offers you a salary at the lowest end of your range, you don't have much to negotiate with when it comes to getting a higher salary.

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### **Question # 54**

What aspect of supervision do you find the most difficult?

#### **Answer:-**

Managing different personalities and keeping them focused on the goal at hand.

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### **Question # 55**

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 # 56

Do you have any question regarding this job As Laboratory Quality Assurance?

#### Answer:-

Never ask Salary, perks, leave, place of posting, etc. regarded questions. Try to ask more about the company to show how early you can make a contribution to your organization like. "Sir, with your kind permission I would like to know more about induction and developmental programs?" OR Sir, I would like to have my feedback, so that I can analyze and improve my strengths and rectify my shortcomings.

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### Question # 57

Do you think you have enough experience As Laboratory Quality Assurance?

#### Answer:-

If you do not have the experience they need, you need to show the employer that you have the skills, qualities and knowledge that will make you equal to people with experience but not necessary the skills. It is also good to add how quick you can pick up the routine of a new job role.

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### Question # 58

Tell me one thing about yourself you wouldn't want me to know?

#### Answer:-

Talk about a trait that you would consider a weakness. No need to talk about your deepest darkest secrets here.

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### Question # 59

How do you keep each member of the team involved and motivated?

#### Answer:-

Many managers mistakenly think that money is the prime motivator for their employees. However, according to surveys by several different companies, money is consistently ranked five or lower by most employees. So if money is not the best way to motivate your team, what is?

Employees' three most important issues according to employees are:

- \* Respect
- \* A sense of accomplishment
- \* Recognition

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### Question # 60

What were the responsibilities of your last position As Laboratory Quality Assurance?

#### 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 # 61

Does your boss know you're here today?

#### Answer:-

Usually, you probably haven't told your boss for obvious reasons. So it's ok to say that they do not. You don't want to upset the balance at your current job after all and nothing is guaranteed in an interview. The interviewer should understand this stance.

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### Question # 62

How do you evaluate your ability to handle conflict?

#### Answer:-

I pride myself on being a good problem solver. Through my previous job and management positions I have faced numerous conflicts in different situations, and my experiences have helped me to hone my issue resolution skills. I believe that it is important to get to and address the root of the issue, in a respectable manner.

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### Question # 63

If I were to give you this salary you requested but let you write your job description for the next year, what would it say?

#### Answer:-

It should say the same thing - after all - if you think this salary is fair then it should suit the responsibilities!

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### Question # 64

Give me an example of when you competed hard and won?

#### Answer:-

You can reference many different areas here when discussing a story of where you won in competition: Work experience (ideal), sports, clubs, classes, projects.



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### **Question # 65**

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 # 66**

How would you go about establishing your credibility quickly As Laboratory Quality Assurance 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 # 67**

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 # 68**

Do you have any questions for me?

**Answer:-**

Good interview questions to ask interviewers at the end of the job interview include questions on the company growth or expansion, questions on personal development and training and questions on company values, staff retention and company achievements.

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### **Question # 69**

Describe a typical work week for this position As Laboratory Quality Assurance?

**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 Laboratory Quality Assurance 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 # 70**

Explain an idea that you have had and have then implemented in practice?

**Answer:-**

Often an interview guide will outline the so-called 'STAR' approach for answering such questions; Structure the answer as a situation, task, action, and result: what the context was, what you needed to achieve, what you did, and what the outcome was as a result of your actions.

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### **Question # 71**

How would you define success?

**Answer:-**

Success is defined differently for everybody. Just make sure the parameters are defined by you with regards to work life balance, financial gain, career growth, achievements, creating meaningful work / products and so forth. If you can clearly articulate what it means to you that is a strong answer.

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### **Question # 72**

Explain an occasion when you had to adapt in the face of a difficult situation?

**Answer:-**

One of the most useful interview tactics is to remain positive about your work and achievements. This question lets the candidate draw on their own personal history to show how they have been positive and successful in the face of difficulties. Choose a specific occasion to describe, rather than dealing with generic platitudes.

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### **Question # 73**

What do you know about this department?

**Answer:-**

One good way to find out about the department is to try to "informally" interview the existing employees over coffee (outside of the office) if possible. It's hard if you



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don't have any connections there, but if you do a great way to learn about it. Other than that, it's often hard to learn about the department so you can turn the table back on them by asking questions to learn about it.

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### **Question # 74**

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 # 75**

How many square feet of pizza are eaten in the United States each month?

**Answer:-**

This is a classic guesstimate question where you need to think aloud. And so first off you round the U.S. population to 300 million people (it's actually about 315 million but rounding will be much easier and your interviewer will not score you lower for rounding). Then estimate how many people eat pizza. A decent educated guess is two out of every three people, or 200 million. Now let's say the average pizza-eating person eats pizza twice a month, and eats two slices at a time. That's four slices a month. If the average slice of pizza is perhaps six inches at the base and 10 inches long, then the slice is 30 square inches of pizza. So, four pizza slices would be 120 square inches (30 times 4).

Since one square foot equals 144 square inches (12 times 12), let's assume that each person who eats pizza eats one square foot per month. Since there are 200 million pizza-eating Americans, 200 million square feet of pizza are consumed in the U.S. each month. To summarize: 300 million people in America, 200 million eat pizza, average slice of pizza is six inches at the base and 10 inches long or 30 square inches, average American eats four slices of pizza a month, four pieces times 30 square inches equals 120 square inches (one square foot is 144 square inches), so let's assume one square foot per person, and thus one square foot times 200 million people equals 200 million square feet of pizza a month.

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### **Question # 76**

What is your biggest achievement?

**Answer:-**

Quality work to be is about doing work to the require or set standard, which is very important when it comes to warehouse operations.

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### **Question # 77**

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 # 78**

Are you aggressive?

**Answer:-**

If you are, describe it through a story / experience that you had. If you aren't, then explain why you're not. If the job role asks for you to be aggressive/not aggressive and you're the opposite of it, explain how you would develop that characteristic.

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