

Leader of a Team Interview Questions And Answers Guide.



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Leader of a Team Job Interview Preparation Guide.

Question # 1

Who is leader of a team?

Answer:-

A leader is someone who has the authority to tell a group of people what to do. In the simplest sense, a leader is somebody whom people follow. A group with no leader is called leaderless. A leader is one who gets others to take action towards a common goal. One job of a leader is to govern the actions of followers. A leader also represents a group or company.

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Question # 2

What is leadership?

Answer:-

Leadership has been described as a process of social influence in which a person can enlist the aid and support of others in the accomplishment of a common task. For example, some understand a leader simply as somebody whom people follow, or as somebody who guides or directs others, while others define leadership as organizing a group of people to achieve a common goal.

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Question # 3

How you handle conflict?

Answer:-

I would first get a lowdown on the actual problem and try to work out a solution to the conflict. I have seen many conflicts getting worked out if the right amount of time is given, or if there is some opportunity that is bigger than personal and trivial issues between people.

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Question # 4

Tell me how do you plan daily and weekly activities?

Answer:-

They want to hear things like how you hold team meetings to discuss the week ahead and allocate time slots and deadlines for various projects.

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Question # 5

Tell me about a situation where someone was performing badly in your team?

Answer:-

As part of my regular team monitoring, I assess all advisers call quality in order to measure them against the relevant DRIs. When reviewing calls for one adviser, I noticed a trend where the adviser was quite abrupt with callers. I scheduled a meeting in private with that adviser, which I prepared for by reviewing supporting information (including their performance statistics for the month).

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Question # 6

Tell me about difficult obstacle that you had to overcome recently at work?

Answer:-

When I was first promoted to team leader, I consistently struggled to ensure that my team achieved their sales targets on a Friday.

I sought the advice of more experienced team leaders to find out how they motivated their teams through the Friday slog.

Acting on the advice of the other team leaders, I implemented a combination of incentives over the next few weeks and successfully boosted my team's sales figures.

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Question # 7



Tell me an example of your behavior?

Answer:-

When asked to give examples on the weaknesses, you need to think very carefully, and plan in advance what your response will be, as many people dig a very deep hole here. A good response to the weakness quoted would be:

I had a situation once where I knew that a more experienced colleague was regularly absent from work following nights out drinking, but she would say that she had a migraine. When this happened my workload increased significantly. I undertook this willingly but I must admit I was annoyed that this person was taking advantage of me and the company. However, I decided to let the supervisor do their job and just get on with mine. In quite a short space of time, the issue was addressed and the problem was resolved.

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Question # 8

What are your strengths?

Answer:-

I have been told that I am an excellent communicator, especially in a team, but I feel I have good interpersonal skills generally and find it easy to get along with all sorts of people.

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Question # 9

What are your weaknesses?

Answer:-

I am a very conscientious worker and I get irritated by colleagues who don't share this value and take any opportunity to take time off work or do the minimum required when they are there. I am learning, however, that these people generally get found out and I leave it to my supervisor to recognize these problems and address them.

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Question # 10

Tell me an example when you had to motivate and develop a team in a challenging work environment?

Answer:-

During interviews, difficult or awkward questions could come your way. The intention is not to catch you out, but to test how you operate under pressure. Be clear and precise and be sure to convey any previous first-hand experience you have. They will want to feel confident that you can handle similar issues within the new role.

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Question # 11

How do you manage changes?

Answer:-

Change is an essential part of life in any call center or leadership environment, as the industry strives to achieve best practice for their customers and stakeholders. Have some examples on how you personally managed, or were affected by, some change. What was your focus, what were you aiming to achieve and how did you deliver the outcome? Know what the problems encountered were and what was learned through and following the transformation.

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Question # 12

Give me an example of?

Answer:-

You will need two or three instances of how you may have: delivered change, managed conflict, improved performance, reduced absence, increased customer satisfaction, etc. You also need to be able to clearly and concisely communicate the problem, solution and outcome.

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Question # 13

Tell me about your biggest achievement?

Answer:-

If possible, think work related. There will hopefully be a number of things you are most proud of in your career to date. Think about your key achievements; were they commercial, people or process orientated? What was the cause and effect? How were you involved, what was improved, saved or developed.

If you are short on career-based examples, use personal achievements which demonstrate the commercial skills required for the role, such as team work, commitment, empathy, determination, attention to detail, etc.

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Question # 14

How would your team describe you?

Answer:-

Try to think about how you would describe yourself if someone asked you for your strengths, then relate these to what people say about you; peers, agents, managers and stakeholders. Have three or four at the ready, ideally in line with the role you are being interviewed for. Have examples or situations ready, in case your interviewer wants to drill down as to why you think or believe these are your key strengths.

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Question # 15

How you deal with work issues?

Answer:-

Morale is infectious whether positive or negative and, when working in a team-orientated environment, it's important that there is always an air of positivity around. Its therefore vitally important to ensure that if you're having a bad day, you contain this and don't let it influence the morale levels of the team, and in turn the productivity and efficiency of the overall operation.

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Question # 16

How you motivate yourself and your team?

Answer:-

This question is a test of character and is especially important if you are being interviewed for a management role. An ideal answer will demonstrate that you are able to support your team, even when things do not go according to plan.

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Question # 17

How you manage time and priorities?

Answer:-

Here your potential employer wants to know that you are capable of organising yourself properly and ensuring that nothing gets forgotten.

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Question # 18

Tell me how have you educated your front-line agents to ensure excellent customer feedback?

Answer:-

As a leader or manager charged with delivering excellent customer feedback, you will know how important it is that customer feedback and insight are monitored, measured and acted upon, whenever appropriate or necessary.

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Question # 19

Tell me what is your experience of the whole end-to-end feedback process?

Answer:-

Recommend thinking about a specific instance and then discussing this in detail. Outline the process stage by stage and, if there are areas that need improvement, focus your answers on the solutions instead of the problems.

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Question # 20

Have you utilised customer complaint feedback to improve how your team are selling?

Answer:-

I started to notice that a lot of customers were complaining about feeling patronized by my agents. In response to this, I listened to the calls these complaints stemmed from and realized that words such as wonderful were being over used. I then had a meeting with the worst offenders in my team and suggested changes that they could make to correct this behavior. After this meeting, customer complaints reduced and sales increased.

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Question # 21

Have you ever utilised customer feedback to ensure business excellence?

Answer:-

The interviewer will be looking for an example of where you have taken this insight and subsequently developed, implemented and improved your sales process. This could be through the introduction of training, post-sale procedures, a change in marketing communications, or other process improvements, to ensure that the cause of any future complaint is eradicated.

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Question # 22

How do you measure the success of your incentives?

Answer:-

Whilst working in a XYZ as a leader, I introduced Sugar Fridays giving my team sweets and treats to get them through the Friday slog. Prior to introducing the incentive, I compiled a backlog of sales figures from previous Fridays. I then introduced the incentive on a trial period, continued collecting data and cross-compared the results. There was an obvious peak in sales figures and so the incentive became permanent.

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Question # 23

Tell me how much creative are you in comparison to your colleagues?

Answer:-



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You will confirm that you are creative in your job role, and markedly so compared to some of your colleagues. You should then proceed to give examples which demonstrate this.

This question gives you the opportunity to tell the interviewer about how you developed a Monday-morning prize-giving incentive to get your team fired up for the week. Or how you introduced daily staff meetings to keep your team engaged with the goals of the organisation. Or implemented a buddy-up training program to help your new recruits settle in faster.

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Question # 24

What attracts you to this position?

Answer:-

Talk about the benefits the company has to offer and how they suit you at this point in your career. For example, if you are joining the company as a graduate, discuss how you plan to utilize their highly-structured training scheme.

Also comment on the company's reputation and try to make reference to a recent success you have seen on their website.

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Question # 25

What are the key factors which drive you?

Answer:-

An opportunity to discuss what has attracted you to this line of work and what inspires you to persevere through the tough times. In a sales role, this could be the adrenaline rush of meeting daily targets, whilst in a customer-service role, this could be the personal satisfaction you gain through helping people.

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Question # 26

Tell me how you keep yourself motivated?

Answer:-

* Breaking your workload up into daily or hourly targets to ensure that the next small success is never too far away.

* Living a healthy life-style. Eating the right foods and drinking lots of water in the office can have a big impact on your concentration levels.

* Motivating others and promoting a positive atmosphere in the office.

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Question # 27

What are the leadership skills?

Answer:-

The term "leadership skills" typically encapsulates several business critical competencies including effectively communicating vision, motivating and inspiring others to excel, empowering others, help others to grow and develop, turning vision into reality, delegating responsibility, and making tough decisions. These are the skills that interviewers will be testing for when conducting behavioral leadership interviews.

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Question # 28

Who is effective leader?

Answer:-

Effective leaders typically make smart choices. They must also be willing to make unpopular decisions or act when others are unwilling. People often avoid making important decisions because they fear they'll become unpopular or be criticized by management. When answering these questions, provide personal examples from previous work experiences. Describe the steps you take to solve problems, make decisions, conduct risk management, and evaluate results.

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