

# Teleperformance Interview Questions And Answers Guide.



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# Teleperformance Job Interview Preparation Guide.

## Question # 1

Top 13 Situational Interview Questions In Teleperformance:

### Answer:-

Situational interviews In Teleperformance are similar to behavioral interview questions - but they are focused on the future, and ask hypothetical questions, whereas behavioral interview questions look at the past.

The advantage is that employers can put all candidates in the same hypothetical situations, and compare their answers.

1. What would you do if you made a strong recommendation in a meeting, but your colleagues decided against it?
2. How you would handle it if your team resisted a new idea or policy you introduced?
3. How would you handle it if the priorities for a project you were working on were suddenly changed?
4. What would you do if the work of an employee you managed didn't meet expectations?
5. What would you do if an important task was not up to standard, but the deadline to complete it had passed?
6. What steps would you take to make an important decision on the job In Teleperformance?
7. How would you handle a colleague you were unable to form a positive relationship with?
8. What would you do if you disagreed with the way a manager wanted you to handle a problem?
9. What would you do if you were assigned to work with a difficult client In Teleperformance?
10. What would you do if you worked hard on a solution to a problem, and your solution was criticized by your team?
11. How would you handle working closely with a colleague who was very different from you?
12. You're working on a key project that you can't complete, because you're waiting on work from a colleague. What do you do?
13. You realize that an early mistake in a project is going to put you behind deadline. What do you do?

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## Question # 2

Give me an example of a time when you set a goal and were able to meet or achieve it?

### Answer:-

Show that you set great goals and the process and steps you took to achieve it. Details really matter here.

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## Question # 3

Tell me why do you want this job In Teleperformance?

### 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 # 4

Do you have any blind spots?

### Answer:-

This question is often meant to trick candidates since acknowledgment of blind spots would indicate they were aware of them. Also, do not disclose bad habits or other personal concerns. Let the interviewer find out about your personal flaws through the course of the interview without directly stating these flaws.

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## Question # 5

Top 11 Questions to Verify Experience and Credentials In Teleperformance:

### 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 # 6**

What do you see yourself doing within the first 30 days of this job?

#### **Answer:-**

Typically the first 30 days are designed for you to learn as much as possible in Teleperformance. Work hard to get to know your teammates, how they work together, and how you can make the biggest impact.

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### **Question # 7**

What's the last book you read?

#### **Answer:-**

Try to talk about a book related to the industry, for example, if you're applying for a role related to business, cite a business book.

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### **Question # 8**

You have a project due in one hour but a more important emergency that affects business needs to be fixed immediately, what do you do?

#### **Answer:-**

Focus on the issue that impacts the business most first.

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### **Question # 9**

The change in the business industry now requires you to have a new set of skills you have to learn, how do you react to that?

#### **Answer:-**

First, find out which skills are the ones that you're currently lacking. Then identify what the steps would be to acquire/build those skills. Then take action to do so.

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### **Question # 10**

Where do you see yourself in five years? Ten years?

#### **Answer:-**

Bad Answer: A generic or uninspired answer. Also, answers that show that this career/company is just a temporary stop for them.

Good answer: One that shows the candidate has thought about this question, has plans, and that those plans align with the job and a career path that is possible in the company. You want to see that this candidate is a good long term investment.

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### **Question # 11**

Tell us about a typical day at work. How does it start? What do you do?

#### **Answer:-**

At the beginning of each day, I inspect the work site to make sure that it is hazard-free. Once the work site is secured, I verify that all tools and equipment are adequate in supply. As soon as the work orders are delivered, I provide workers with security guidelines and carry out drills. During the workday, it is my duty to monitor workers to ensure that they are working according to the enforced safety policies and that any problems or accidents are quickly addressed.

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### **Question # 12**

What motivates you at the work place?

#### **Answer:-**

Keep your answer simple, direct and positive. Some good answers may be the ability to achieve, recognition or challenging assignments.

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### **Question # 13**

What are your thoughts about working from home?

#### **Answer:-**

This is a new policy some companies are adopting. If the company you are interviewing for allows for it, then you should be thankful for the flexibility and convenience yet state that working from home is a privilege that you would honor. The key point you want to make is that you would still be able to focus and be just



as productive working at home.

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### **Question # 14**

How do you stay organized?

**Answer:-**

By maintaining proper routine every day. Putting my strongest points with my weakness. High priority always comes first In Teleperformance.

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### **Question # 15**

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 # 16**

How does your present position differ from past ones?

**Answer:-**

Describe the difference with regards to responsibilities, culture, team, career opportunity, and the work itself.

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### **Question # 17**

What's your management style?

**Answer:-**

The best managers are strong but flexible, and that's exactly what you want to show off in your answer. (Think something like, "While every situation and every team member requires a bit of a different strategy, I tend to approach my employee relationships as a coach...") Then, share a couple of your best managerial moments, like when you grew your team from five to 15 or coached an underperforming employee to become the company's top employee.

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### **Question # 18**

What have you learned from mistakes on the job?

**Answer:-**

Candidates without specific examples often do not seem credible. However, the example shared should be fairly inconsequential, unintentional, and a learned lesson should be gleaned from it. Moving ahead without group assistance while assigned to a group project meant to be collaborative is a good example.

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### **Question # 19**

Why are you leaving last job?

**Answer:-**

Although this would seem like a simple question, it can easily become tricky. You shouldn't mention salary being a factor at this point In Teleperformance. If you're currently employed, your response can focus on developing and expanding your career and even yourself. If you're current employer is downsizing, remain positive and brief. If your employer fired you, prepare a solid reason. Under no circumstance should you discuss any drama or negativity, always remain positive.

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### **Question # 20**

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 # 21**

What are your strengths In Teleperformance?

**Answer:-**

This is one of the most common questions you will be asked. Give an answer relevant to the skills and qualities relevant to the position you are applying to. The interviewer is trying to find if your strengths match the job. For example, if you are applying for a job In Teleperformance where accuracy is an important issue, one of your strengths could be that you have an eye for detail. It may useful to find different words to describe similar attributes and qualities in order to avoid repetition.

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### **Question # 22**

Why do you want to leave your current company In Teleperformance?

**Answer:-**



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Bad Answer: Complaining about or blaming their former job, boss or colleagues. Also, having no good reason.

Good answer: One that focuses on the positives about why the job they're applying for offers them better learning or career opportunities, chances for advancement, aligns more closely to their long term goals, or is a better fit for them.

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### **Question # 23**

How much are you willing to sacrifice to be successful at work In Teleperformance?

**Answer:-**

With anything comes sacrifice. The questions is how much of it are you willing to sacrifice with regards to work life balance, stress, etc?

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### **Question # 24**

How do you propose to compensate for your lack of experience?

**Answer:-**

The first thing you should do is discuss experience you have the interviewer is unfamiliar with. Once that is detailed, tell the person conducting the interview that you are able to learn new tasks and information in a reasonable period of time and possess a strong work ethic. However, only state this if you can live up to these expectations.

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### **Question # 25**

What do you like to do?

**Answer:-**

Discuss your passions In Teleperformance. Ideally if it's work related that's fantastic! If not, talk about your academic / extracurricular passions and WHY you enjoy them. For example: I love playing sports because of the team work aspect - it's fun winning together! (This example shows you're a team player)

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### **Question # 26**

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 # 27**

What motivates you to work In Teleperformance?

**Answer:-**

Describe what makes you passionate about the work. It could be the company's vision, the product, your desire to succeed, the clients, your peers and so on. They key is to first understand what internally motivates you to do your job and then to emphasize that in a positive way

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### **Question # 28**

Tell me about the last time you missed a goal or deadline?

**Answer:-**

Unless you're a completely perfect person, chances are you've messed up before on a goal/deadline. If so, discuss how you fell short and what you would have done in retrospect to achieve it.

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### **Question # 29**

What type of mentors do you seek out and why?

**Answer:-**

Think of your top 3 mentors and what attributes they exhibit that you want to emulate. Common attributes include passion, desire, will, leadership, ability to influence others, intelligence.

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### **Question # 30**

What skills do you bring to the table?

**Answer:-**

Think of your skill sets with regards to: analytical skills, interpersonal skills, communication skills, computer skills, presentation skills, management skills, sales skills and so forth.

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### **Question # 31**

How important is a positive attitude to you?



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### **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 # 32**

What have you done to reduce costs, increase revenue, or save time?

### **Answer:-**

Even if your only experience is an internship, you have likely created or streamlined a process that has contributed to the earning potential or efficiency of the practice. Choose at least one suitable example and explain how you got the idea, how you implemented the plan, and the benefits to the practice.

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### **Question # 33**

Where do you see yourself in 5 years with your career?

### **Answer:-**

Be sure to paint a clear picture of your career vision that demonstrates your aspirations and goals that are realistic. This could emphasize increased responsibility, the ability to manage people and so forth

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### **Question # 34**

How did you find out about this job In Teleperformance? What do you know about the job?

### **Answer:-**

Possible ways to find out about the job:

Online website listing, friend, professional referral, mentor, career fairs, networking events. You should know about the roles and responsibilities of the job and what they're looking for. Make sure you read up on that online beforehand or ask the person that referred you.

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### **Question # 35**

What can you tell me about team work as part of the job In Teleperformance?

### **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 # 36**

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 # 37**

What do you aspire to be?

### **Answer:-**

Discuss your aspirations for the near, immediate and long term. You want to show them you are thinking of making an impact now as well as the future.

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### **Question # 38**

Why should we select you not others?

### **Answer:-**

Here you need to give strong reasons to your interviewer to select you not others. Sell yourself to your interviewer in interview in every possible best way. You may say like I think I am really qualified for the position. I am a hard worker and a fast learner, and though I may not have all of the qualifications that you need, I know I can learn the job and do it well."

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### **Question # 39**

What type of personalities do you work best with and why?

### **Answer:-**

Think of which personalities you work best with (do you like outgoing, collaborative, personable working relationships and so forth?)

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### **Question # 40**



What is your biggest fear?

**Answer:-**

Don't try to sugarcoat the answer by listing something ambitious as a fear, unless you truly mean it (for example: I fear being a great leader) - Share your real fears but discuss how you would overcome them.

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**Question # 41**

Tell me an occasion when you needed to persuade someone to do something?

**Answer:-**

Interpersonal relationships are a very important part of being a successful care assistant. This question is seeking a solid example of how you have used powers of persuasion to achieve a positive outcome in a professional task or situation. The answer should include specific details.

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**Question # 42**

How do you feel about giving back to the community?

**Answer:-**

Describe your charitable activities to showcase that community work is important to you. If you haven't done one yet, go to [www.globalguideline.com](http://www.globalguideline.com) - charitable work is a great way to learn about other people and it's an important part of society - GET INVOLVED!

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**Question # 43**

What do you consider to be your weaknesses?

**Answer:-**

What your interviewer is really trying to do with this question-beyond identifying any major red flags-is to gauge your self-awareness and honesty. So, "I can't meet a deadline to save my life In Teleperformance" is not an option-but neither is "Nothing! I'm perfect!" Strike a balance by thinking of something that you struggle with but that you're working to improve. For example, maybe you've never been strong at public speaking, but you've recently volunteered to run meetings to help you be more comfortable when addressing a crowd.

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**Question # 44**

What is the most important lesson / skill you've learned from school?

**Answer:-**

Think of lessons learned in extra curricular activities, in clubs, in classes that had a profound impact on your personal development. For example, I had to lead a team of 5 people on a school project and learned to get people with drastically different personalities to work together as a team to achieve our objective.

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**Question # 45**

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 # 46**

What are your lifelong dreams?

**Answer:-**

If your dreams don't relate to the job closely, make sure you highlight aspects of the job that will help develop the skills that will help you with your dreams. Ideally, you want your dreams to relate strongly to the career path you're interviewing for though.

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**Question # 47**

What other jobs are you applying for In Teleperformance?

**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 # 48**

Do you have the ability to articulate a vision and to get others involved to carry it out?

**Answer:-**

If yes, then share an example of how you've done so at work or college. If not, then discuss how you would do so. Example: "I would first understand the goals of the staff members and then I would align those to the goals of the project / company. Then I would articulate the vision of that alignment and ask them to participate. From there, we would delegate tasks among the team and then follow up on a date and time to ensure follow through on the tasks. Lastly, we would review the results



together."

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### **Question # 49**

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 # 50**

What other companies are you interviewing with?

**Answer:-**

Companies ask this for a number of reasons, from wanting to see what the competition is for you to sniffing out whether you're serious about the industry. "Often the best approach is to mention that you are exploring a number of other similar options in the company's industry." It can be helpful to mention that a common characteristic of all the jobs you are applying to is the opportunity to apply some critical abilities and skills that you possess. For example, you might say "I am applying for several positions with IT consulting firms where I can analyze client needs and translate them to development teams in order to find solutions to technology problems."

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### **Question # 51**

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 # 52**

What would you do if our competitor offered you a position In Teleperformance?

**Answer:-**

I would weigh the offer and consider it, however, this company and this role is my first choice.

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### **Question # 53**

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 # 54**

What do you think is your greatest weakness?

**Answer:-**

Don't say anything that could eliminate you from consideration for the job. For instance, "I'm slow in adapting to change" is not a wise answer, since change is par for the course in most work environments. Avoid calling attention to any weakness that's one of the critical qualities the hiring manager is looking for. And don't try the old "I'm a workaholic," or "I'm a perfectionist."

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### **Question # 55**

How much do you expect to get paid In Teleperformance?

**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 # 56**

What are three positive things your last boss would say about you?

**Answer:-**

It's time to pull out your old performance appraisals and boss's quotes. This is a great way to brag about yourself through someone else's words: "My boss has told me that I am the best designer he has ever had. He knows he can rely on me, and he likes my sense of humor."

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### Question # 57

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 # 58

How do you decide what to delegate and to whom?

#### Answer:-

Identify the strengths of your team members and their availability based on the priorities they have on their plate. From there, invest the tasks upon each member based on where you think you'll get the best return.

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### Question # 59

How would you rate your communication and interpersonal skills for this job In Teleperformance?

#### 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 # 60

Describe a typical work week for this position In Teleperformance?

#### Answer:-

Interviewers expect a candidate for employment to discuss what they do while they are working in detail. Before you answer, consider the position In Teleperformance 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 # 61

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 # 62

What would your first 30, 60, or 90 days look like in this role In Teleperformance?

#### Answer:-

Start by explaining what you'd need to do to get ramped up. What information would you need? What parts of the company would you need to familiarize yourself with? What other employees would you want to sit down with? Next, choose a couple of areas where you think you can make meaningful contributions right away. (e.g., "I think a great starter project would be diving into your email marketing campaigns and setting up a tracking system for them.") Sure, if you get the job, you (or your new employer) might decide there's a better starting place, but having an answer prepared will show the interviewer where you can add immediate impact-and that you're excited to get started.

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### Question # 63

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 # 64

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

#### Answer:-



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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 # 65**

Rate yourself on a scale of 10?

**Answer:-**

If you truly believe you're a 10, you better be able to explain why with examples / stories. If you believe you're a great contributor and have room to grow, say 8 or 9. If you're below that, explain what you would do to improve yourself to get the ranking you believe you can be.

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### **Question # 66**

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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### **Question # 67**

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 # 68**

Do you work well under pressure?

**Answer:-**

Yes.. When it comes down to the wire, the best thing I can to remain focused, have some flexibility, and understand priorities.. Giving them attention in the order they are needed.

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### **Question # 69**

How would you go about establishing your credibility quickly In Teleperformance 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 # 70**

Tell me the difference between good and exceptional?

**Answer:-**

Good gets the job done on time and is high quality. Exceptional is a game changer - it stands out, it's creative, it's above and beyond expectations. Tell the interviewer a story about how you were exceptional.

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### **Question # 71**

What was the biggest professional risk you have taken and what was the outcome?

**Answer:-**

First discuss how you weighed the pros and cons of the risk and the results you'd believe you could achieve. Then discuss the action plan you put into place for it and outline that step by step. Then discuss the outcome and if it wasn't optimal talk about what you would do differently in hindsight.

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### **Question # 72**

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 # 73**

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 # 74**

Give me an example of an emergency situation that you faced. How did you handle it?

**Answer:-**

There was a time when one of my employers faced the quitting of a manager in another country. I was asked to go fill in for him while they found a replacement and stay to train that person. I would be at least 30 days. I quickly accepted because I knew that my department couldn't function without me.

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**Question # 75**

What is your greatest weakness In Teleperformance? What are you doing to improve it?

**Answer:-**

I believe my biggest weakness In Teleperformance is wanting to help anyone I can help. What I mean is I am willing to take on task that are not my job. I want to learn all I can. However, that has helped me get promoted or even asked to help in times of need in other department. I have been know as the "go to person" when help is needed.

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**Question # 76**

Give an example of a time you successfully worked In Teleperformance on a team?

**Answer:-**

On the whole I prefer to stick to doing what I'm told rather than setting myself up to fail by doing things off my own bat. But there was this one time when I suggested to my boss at the pizza parlor that she try offering an 'all you can eat' deal to students to boost trade on Mondays. She thought it was an interesting idea but nothing ever came of it.

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**Question # 77**

How do you act when you encounter competition?

**Answer:-**

This question is designed to see if you can rise the occasion. You want to discuss how you are the type to battle competition strongly and then you need to cite an example if possible of your past work experience where you were able to do so.

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