



# WORKSHEET

## CAPABILITIES TO DEMONSTRATE FOR POSITIONS IN HR

### Interpersonal Skills

Human Resources management is about dealing with people, their thoughts, their feelings and their livelihoods. This means you need to be excellent at forging connections with people in your organization, and you will need to do so by showing empathy and compassion, sharing constructive feedback and mediating.

Questions related to interpersonal skills might include:

**When starting a new role how do you build relationships with stakeholders?**

*Mention your ability to build connections and your pre-planned strategy for consistent communication.*

**Tell me about a time you had to convince a stakeholder to understand your point of view in the workplace.**

*Be sure to mention how you used negotiation and persuasion skills to change your stakeholder's mind and agree to your point of view or planned approach.*

**Give me an example of a time you had to have a difficult conversation with a frustrated colleague. How did you approach the situation?**

*State your ability to remain calm. Explain how you established the root reason the colleague's frustration, acknowledged their point of view and how you were able to gain consensus on for a way forward.*



### Conflict Resolution

Resolving issues or challenges with employees is vital within the Human Resources space, and it is essential for you to demonstrate those skills during the interview. When answering questions about conflict resolution you should focus on how you would use empathy, listening skills, and tact to manage contentious situations.

Questions related to handling conflict resolution might include:

**Have you ever faced a conflict of interest during a cross-departmental project? What did you do?**

*Be sure to mention what YOU did, any problems that you overcame when trying to resolve the conflict and what the result was.*

**How do you handle conflicts within your team?**

*Keep your story simple, explain how you demonstrated understanding and reached a compromise with which everyone was happy with.*

**Tell me about a time you disagreed with a manager or superior.**

*Explain both sides of the disagreement, explain what your goal was for the situation and how you resolved it calmly and professionally.*



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### HR Knowledge

HR managers keep a pulse on employee relations, ensure practices are compliant with legal regulations and coordinate the administering of services like onboarding, benefits, and training. You want to demonstrate that you have a genuine interest in the industry and are up to date with employment laws and regulations.

Questions related to HR knowledge might include:

#### **What is your understanding of the role of a human resources department?**

*Be sure to mention the commercial value a human resources department adds to the organization's bottom line as well as the regulatory aspect of the role. Explain the importance of HR's role in maintaining the organization's reputation and legal compliance to avoid fines and penalties.*

#### **How do you stay current with changes in employment laws, best practices and other HR issues?**

*Talk about the networks which you are a part of, industry publications and business thought leaders you follow. You want to demonstrate that you are proactive, knowledgeable and passionate about the industry.*

#### **What are the latest trends in the Human Resources industry which interest you?**

*Be sure to explain where you have learned about current trends. Reference research and ways in which you can see these trends being applied in your role.*



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### Critical Evaluation

The only way to prove your success in the Human Resources world (and any interview) is to use evidence to tell your story. Potential employers want to see that you understand how to use data to evaluate and make decisions

Questions related to critical evaluation might include:

**You're currently in a team of specialists who all have very different ideas for the direction of a project. Deadlines are fast approaching. How do you find a way forward?**

*Demonstrate your actions which would involve listening to the ideas of every team member, assessing all of the ideas given, and selecting the best course of action and finding consensus for a way forward with everyone on board.*

**Tell me about a time you had to make a decision with incomplete information. How did you approach the situation to ensure the best outcome?**

*Focus on how you used all the data available to you, additional discussions you had with all stakeholders and the assessment you made based on the information available to you.*

**Can you describe a time when you anticipated a problem in advance and took steps to stop it from becoming an issue?**

*Be sure to mention your attention to detail and the steps you took change the planned course of action to ensure a successful outcome.*