

# Interview Example

**Scenario:** Social sector organization is looking for a Program Associate who will interact with clients

**Capabilities Required:** Interpersonal skills, knowledge of client situation, strong communication skills

**Compatibility Required:** Passion for mission; positive, can-do attitude; bias for action & compassionate

		<b>Capability</b>	<b>Compatibility</b>
		<i>Areas to Test</i>	
<b>Simulation</b>	<i>Methods</i>	<p><b>METHOD: ROLE PLAY</b></p> <p><b>EXAMPLE:</b> Use role play to have the candidate talk to an employee, impersonating a client who quit the program, with the goal of finding a way to get them to return.</p>	<p><b>METHOD: ROLE PLAY / OBSERVATION</b></p> <p><b>EXAMPLE:</b> Use the same role play scenario (left) to test a candidate's attitudes toward clients by observing how they respond to the scenario and what assumptions they make about why a client quit the program. You can also simultaneously test for other cultural qualities (e.g., passion, positivity) by observing how they handle the role play and other questioning.</p>
		<p><b>METHOD: QUESTIONS</b></p> <p><b>EXAMPLE:</b> Ask the candidate to tell you about a time when they had to recruit people to participate in a program or event. What was the situation, what steps did they take to do it and what was the end result? Ask what they learned from the experience.</p>	<p><b>METHOD: QUESTIONS</b></p> <p><b>EXAMPLE:</b> Ask the candidate to tell you about a time when they had to overcome an obstacle to accomplish an assignment or goal. What was the situation, what steps did they take and what was the end result? Ask what they learned from the experience, testing cultural qualities desired (e.g., can-do attitude, bias for action).</p>
<b>Behavior-Based Questioning</b>			

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