



**CUSTOMER / CLIENT FOCUS:** Understands and values business and their role in it. Keeps customer needs and requirements paramount when making decisions, and takes action. Takes personal ownership of customer problems and helps differentiate needs vs. wants.

- ***Tell me about a time you formed and maintained an ongoing relationship with a customer / client?***

Describe the situation.

How did you handle it?

What led you to take that approach?

What did you learn from...?

How have you used that learning?

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- ***Tell me about a time you had to deal with an unreasonable request from a customer / client? How did you react?***

Describe the situation.

How did you handle it?

What led you to take that approach?

What did you learn from...?

How have you used that learning?

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**Present**

5-----4-----3-----2-----1

Works with customers to develop realistic plans  
Achieves business objectives  
Focuses on providing efficient and cost effective service  
Understands business drivers and climate

**Absent**

Inward focus  
Lacks understanding of bus.  
Low customer knowledge  
Slow to react

**COMMITMENT / FOLLOW THROUGH:** Demonstrates personal ownership of tasks and takes initiative to get the required results.

- ***Describe a situation where you were given multiple priorities.***

Describe the situation.

How did you handle it?

What led you to take that approach?

What did you learn from...?

How have you used that learning?

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- ***Tell me about a time when you were in a situation in which no clear accountability or leadership role had been assigned.***

Describe the situation.

How did you handle it?

What led you to take that approach?

What did you learn from...?

How have you used that learning?

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**Present**

5

4

3

2

1

**Absent**

Steps in and takes charge / assumes leadership  
Self-improvement  
Identifies problems, then fixes  
Went beyond status quo

Dodges responsibility  
Hangs back  
Attacks people, passes blame  
Seeks the "easy way"

## II. SKILLS / KNOWLEDGE

**DIAGNOSE / RESOLVE COMPLEX PROBLEMS:** Demonstrates ability to resolve issues and handle multiple projects. Demonstrates initiative to get the required results.

- **Describe a situation where you had to handle more than one project at a time.**

Describe the situation.  
Risks Taken?  
Customer satisfaction?

What was your role?  
Key contribution?  
Success (people / process)

Resources used?  
What were your results?  
Lessons learned?

**Present**

5-----4-----3-----2-----1

Takes initiative / assumes leadership  
Displays flexibility  
Identifies problems, then fixes  
Went beyond status quo

**Absent**

Dodges responsibility  
Hangs back  
Attacks people, passes blame  
Seeks the "easy way"/no risk

**KNOWLEDGE / USE OF MS WORD '97:** Demonstrates knowledge of documentation tools.

- **Rate your skill level with Word '97 on a scale of 1-5 with 5 being the best and use a situation where you had a problem with formatting a document in Word '97 to explain your rating.**

Describe the situation.  
Risks Taken?  
Customer satisfaction?

What was your role?  
Key contribution?  
Success (people / process)

Resources used?  
What were your results?  
Lessons learned?

**Present**

5-----4-----3-----2-----1

Provided a high-level problem  
Clearly identifies issues and effort to accomplish tasks  
Takes initiative to learn more  
Ability to apply knowledge  
Acknowledges limitations; sought assistance when needed

**Absent**

Problem beneath skill set required  
Hangs back / talks around issue  
Stays in comfort zone  
Lacks understanding of application  
Passes blame

**PERFORM TECHNICAL ANALYSIS and JUDGMENT:** Demonstrates ability to analyze situations and make appropriate recommendations.

- **Describe a situation where you had a documentation problem or request that led you to perform technical analysis to determine a solution.**

Describe the situation.  
Risks Taken?  
Customer satisfaction?

What was your role?  
Key contribution?  
Success (people / process)

Resources used?  
What were your results?  
Lessons learned?

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**High**

5-----4-----3-----2-----1

Displays analytical thinking  
Displays technical knowledge  
Identifies problems, then fixes  
Displays initiative

**Low**

Confused about types  
Unable to communicate  
Passes blame  
Dodges responsibility

**KNOWLEDGE / USE OF ONLINE DOCUMENTATION:** Demonstrates ability to analyze situations and make appropriate recommendations. Demonstrates knowledge of documentation tools. Keeps customer needs and requirements paramount when making decisions, and takes action.

- **Describe a time when you recommended a client develop online documentation and why.**

Describe the situation.  
Risks Taken?  
Customer satisfaction?

What was your role?  
Key contribution?  
Success (people / process)

Resources used?  
What were your results?  
Lessons learned?

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**High**

5-----4-----3-----2-----1

Cites comparison of at least 2 types of online communication:  
HTML, HELP, CBT, informational dB, embedded, standalone  
Understands business uses and constraints  
Displays conceptual thinking

**Low**

Lacks understanding of online comm.  
Lacks understanding of business use  
Confused about concepts

**KNOWLEDGE OF TECHNICAL INTERVIEWING:** Demonstrates ability to analyze situations and make appropriate recommendations. Demonstrates knowledge of documentation tools.

- ***Tell me about a time you prepared for a client interview regarding a new documentation project.***

Describe the situation.  
Risks Taken?  
Customer satisfaction?

What was your role?  
Key contribution?  
Success (people / process)

Resources used?  
What were your results?  
Lessons learned?

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**Present**

5-----4-----3-----2-----1

Reviews related literature / existing documentation  
Outlines assumed needs / creates tentative layout  
Develops interview guide/questions to ask

**Absent**

Seeks the "easy way"/no risk  
Relies on client to provide all information  
Displays negative past interviews

### **III. MISCELLANEOUS**

- ***Why are you interested in this position?***
  
- ***What contributions do you feel you can make?***
  
- ***What do you want to achieve (personally) from this assignment (besides more money)?***
  
- ***What would your past managers say about your computer skills?***
  
- ***What is your major weakness when dealing with clients?***

## IV. COMMENTS

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## V. POST-EVALUATION QUESTIONS (Interview Panel Only)

- ***Did candidate ask probing questions to gather more information during the interview? (displays technical interviewing skills)***
  
- ***Was the candidate able to communicate effectively? (displays verbal communication skills)***
  
- ***During the interview, did the candidate display:***
  - Confidence?
  - Knowledge of technical communication field?
  - Ability to get along with co-workers?
  - Maturity?

INTERVIEWER: \_\_\_\_\_ TITLE: \_\_\_\_\_

INTERVIEWER: \_\_\_\_\_ TITLE: \_\_\_\_\_

INTERVIEWER: \_\_\_\_\_ TITLE: \_\_\_\_\_

INTERVIEWER: \_\_\_\_\_ TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_