

Core Competency Sales Questions:

Adaptability: Adjusting to change in the work environment and looking for ways to make necessary change positive

- Can you give me an example of when you had to sell to multiple decision makers within an account (physician, administrations, a tech or a nurse)? Did you take the same approach or different approaches and if so, how?
- Tell me about a time when you faced conflicting priorities. How did you determine the top priority?
- Tell me about a work-related failure or lost sales account? What was the specific situation and what did you learn from it?
- Describe a situation at work that required several things to be done at the same time. How did you prioritize?

Teamwork: Working well with others, creating good relationships with people both inside and outside of this company.

- Tell me about a situation in which you had to get people from different departments or/divisions within your company to provide resources/information/time to address a customer's request (for information/contract change//training). What did you do to facilitate the team and what was the outcome for the customer?
- Tell me about a time when you have had to approach several individuals for support or cooperation who you considered quite different from one another. How did you approach these individuals? What was the result?
- Give me an example of when you had to collaborate with someone who was difficult to work with. What was your approach? Were you successful?

Initiative: Doing more than what is required to achieve goals and perform job functions, taking action before being asked, being proactive and action oriented to improve existing conditions or processes

- Describe approaches you have used to overcome barriers that often prevent salespeople from seeing key people to present their products/services. What approaches have been most successful? Why?
- Tell me about the most unusual sales (persuasion) approach you ever used. Describe the process. What happened?
- Can you provide a specific example where you helped your team overcome a sales related challenge? What did you do and what was the outcome?
- Tell me about a time when you took action to exceed a customer's expectations; specifically, what did you do?

Integrity: Being honest and following through with promises or commitments

- Tell me about a time you received concerning feedback from a customer on the job. How did you respond? What did you do with that information?
- Have you ever had a customer request that conflicted with your company's code of conduct/ethics? How did you handle it? What was the ultimate outcome?
- Tell me about the most you have ever done to try to satisfy a customer?

Innovation: Thinking of and trying new ways to handle work situations, trying different ways to solve work problems

- Provide specific example (s) of how you have turned relationships into increased sales.
- Give me an example of a time when you were able to gain commitment from a customer to significantly increase their use of your product/service. What did you do?

- Describe a competitive situation in which you were able to successfully differentiate yourself/your products from a competitor/competitor's.

Encourage Open Exchange of Ideas and Knowledge

- What was one of the best ideas you presented but failed to sell to a manager/customer/peer? What was your approach? Why didn't it work?
- Have you ever had to provide feedback to a peer/supervisor/customer? What was the circumstance, how did you go about it?
- What have you done to educate customers about your company, products or services?

Organizational Match

- Walk me through your position changes on your resume, what is the rationale behind your job moves? What are your career objectives? What criteria are you using to evaluate your next move?
- Tell me about your ideal boss/team.
- What objectives were you expected to meet this quarter/year? What steps did you take to gauge your progress?
- At what point were you most satisfied in your sales career? What specifically was most satisfying about that time?

Depth of Experience/Technical requirements

- Explain your specific sales documentation? Rank and rating? What was the health of the territory prior to you acquiring it? What specifically did you do to increase sales/numbers?
- At what level in customer organizations is your usual audience? How often have you sold to that level? What is the highest level you have sold to? Tell me about it.
- Tell me about a new skill or task that you have had to master in order to perform your job. How did you prepare for this?
- What have you done to stay current in your field/area of expertise (certifications, training, research, etc.)?

Driving History

- What will we see if we pull your motor vehicle record? Have you received any citations in the last three years. How many? Please explain any citations.

Competitor

If the candidate is from a competitor, please review the following questions to help determine whether it is necessary to obtain a non-compete / employment agreement to be reviewed by Legal.

- What products have they sold if working for a competitor?
- Will there be any overlapping territories?
- Which states overlap?