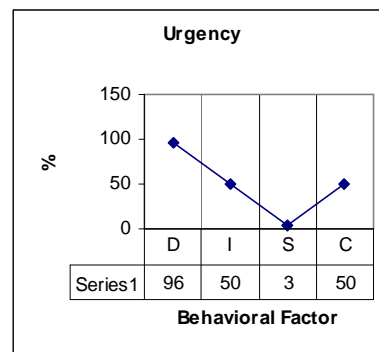


DISC Behavioral Hierarchy

Interview Question Worksheet



Please review the competency definition and ask your candidate the interview questions listed below. Score each candidate's answer based on 1-poor to 4-excellent considering the knowledge, skills, action and results included in the answer. Add-up the ratings to determine the candidate's overall potential to perform this competency on-the-job.

Competency: **Urgency**

The job requires decisiveness, quick response, and fast action. It will often be involved in critical situations demanding that on-the-spot decisions be made with good judgment. The job will repeatedly face important deadlines that must be met on time. Prompt attention and service to customers, both internal and external.

Interview Questions

Rating

- | | | | | |
|--|---|---|---|---|
| 1. When faced with a deadline, how do you respond?* | 1 | 2 | 3 | 4 |
| 2. How important is it to you to have all the facts before making a decision or taking action? Give me an example of a time when you didn't have all the facts and you proceeded anyway. How did you feel? How did it work out?* | 1 | 2 | 3 | 4 |
| 3. Discuss a time you were unable to provide as timely or prompt service to an internal or external customer as you would have liked? | 1 | 2 | 3 | 4 |
| 4. When has quick action on your part contributed to successful results? | 1 | 2 | 3 | 4 |
| 5. What have you done to demonstrate your ability to quickly adapt to a new or changing situation? | 1 | 2 | 3 | 4 |

Total:

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High Potential (20-17) Moderate Potential (16-13) Low Potential (12-5)

Comments/Notes