



IN THIS GUIDE

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7. SITUATIONAL INTERVIEW QUESTIONS

**REAL SITUATIONS. REAL JUDGEMENT.
RIGHT ANSWERS.**

Situational questions present a hypothetical work scenario to see how you would handle it. They assess your problem-solving, decision-making and ability to think on your feet. ❤️



WHAT ARE SITUATIONAL QUESTIONS?

- ✓ Questions about how you would handle a future work situation.
- ✓ They describe a scenario and ask what you would do.
- ✓ There is no single “right” answer – they want to understand your thinking.



They test your judgement, priorities and approach.



WHY EMPLOYERS ASK THEM

- ✓ To see how you apply your skills in real situations.
- ✓ To understand your decision-making and judgement.
- ✓ To assess your problem-solving and ability to handle pressure.
- ✓ To evaluate your fit for the role and organisation.



They want to know how you will add value.



HOW TO APPROACH YOUR ANSWERS

- ✓ Listen carefully and understand the scenario.
- ✓ Ask clarifying questions if needed.
- ✓ Think through the situation.
- ✓ Explain what you would do and why.
- ✓ Highlight the positive outcome you aim to achieve.



Be clear, logical and solution-focused.



TOP TIPS FOR SUCCESS

- ✓ Stay calm and take a moment to think.
- ✓ Use the STAR method where possible.
- ✓ Be honest and realistic.
- ✓ Show initiative and a positive attitude.
- ✓ Keep your answer focused and relevant.

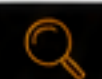


Show confidence in your thinking and decisions.



EXAMPLE SITUATIONAL QUESTIONS AND ANSWERS

SITUATION	EXAMPLE QUESTION	WHAT THEY ARE LOOKING FOR	EXAMPLE ANSWER (SUMMARY)
Dealing with a difficult customer	A customer is unhappy with your service. What would you do?	Customer service, calmness, problem-solving, communication.	Listen to their concerns, apologise for the issue, resolve the problem or escalate if needed, and follow up to ensure satisfaction.
Managing multiple tasks	You have several tasks with tight deadlines. How would you prioritise your work?	Organisation, prioritisation, time management.	Review deadlines and priorities, tackle urgent tasks first, break tasks down, communicate updates and manage time effectively.
Working in a team	You disagree with a team member’s approach. What would you do?	Teamwork, communication, respect, conflict resolution.	Listen to their perspective, share your view respectfully, find common ground and work towards the best solution for the team.
Handling a problem	You notice a mistake in an important project. What would you do?	Responsibility, honesty, attention to detail.	Inform the relevant person immediately, assess the impact, suggest a solution and take steps to prevent it happening again.
Showing initiative	You see an opportunity to improve a process. What would you do?	Proactiveness, initiative, improvement mindset.	Research and understand the issue, develop a solution, discuss with the right people and implement the change with feedback.



COMMON SITUATIONAL SCENARIOS



CUSTOMER SERVICE

Handling complaints, difficult customers, or high expectations.



TIME MANAGEMENT

Prioritising work, managing deadlines or heavy workloads.



TEAMWORK

Working with others, resolving conflicts, or supporting the team.



PROBLEM SOLVING

Dealing with unexpected problems or finding creative solutions.



ADAPTABILITY

Adjusting to change, new systems or different work environments.



INITIATIVE

Taking action, suggesting improvements and going the extra mile.



REMEMBER

There is no perfect answer – show your thinking, your values and your positive approach. Stay calm, be yourself and show how you create positive outcomes. ❤️