

Question Types

Open/Closed

Summary

Open questions are questions that allow someone to give a free-form answer.

Closed questions can be answered with “Yes” or “No,” or they have a limited set of possible answers (such as: A, B, C, or All of the Above).

Example

<i>Closed</i>	<i>Open</i>
Are you satisfied?	How satisfied or dissatisfied are you with this process?
Did it act as you expected?	What would (did) you expect to happen when you ... ?
Did you find it?	Before a task: <ul style="list-style-type: none">• Please tell me when you’ve found the item.• Explain how you would find that. After a task: <ul style="list-style-type: none">• Where did you find the answer?• Where was the item?• What did you find?
Do you think you would use this?	How would this fit into your work? How might this change the way you do that today?
Does that work for you?	What do you think about that?
Have you done this before?	What kinds of questions or difficulties have you had when doing this in the past? What happened when you did this before? Please describe your level of experience with ...
Is this easy to use?	What’s most confusing or annoying about ... ? What worked well for you?
Did you know ... ?	How do you know ... ?
Do you normally ... ?	How do you normally ... ?
Did you see that?	What just happened?



	What was that?
Do you like this?	What would you most want to change about ... ? Which things did you like the best about ... ?
Did you expect this kind of information to be in there?	Before a task: <ul style="list-style-type: none"> • What do you expect to see when you ... ? After a task: <ul style="list-style-type: none"> • Which (other) kinds of information would likely be in there? • What were you expecting?

Competence Based

Summary

Competency-based interview questions are questions that ask for real-life examples of a candidate's skill. Even though they might seem challenging, these questions give you a great opportunity to showcase your experience and way of thinking. Recruiters ask these questions to identify skills, such as:

- Communication
- Management
- Leadership
- Problem-solving
- Risk-taking
- Adaptability

The **S.T.A.R** technique is the most recommended to go with when you respond to such questions. This technique is easy to understand and implement naturally, just with practice. Breaking down the acronym we have:

- **S**ituation – What happened?
- **T**ask – What did you have to do?
- **A**ction – How did you do it?
- **R**esults – What was the outcome?



Examples

1. Tell me about a time when you led a discussion. What was it and how did you do it?
2. Describe one time when you helped a fellow colleague solve a problem. What did you do?
3. Tell me about something you learned that you applied to your work.
4. Can you give me an example of a difficult conversation with a colleague? How did you manage it?
6. Do you have an example of when your line manager wasn't happy with your performance? How did you discuss it and what did you do differently?



Exploration

Summary

An exploratory question or interview is there to help the interviewee get a fair idea about the company and whether the job is the right match for their skills and personality; and help the interviewer recruit strong candidates that fit well into the company's work culture and aptly match the job requirements.

Effectively, it allows employers to learn about the job applicant and identify their professional potential, strengths and weaknesses, in order to build up their candidate pool for future requirements or a specific role.

Examples

1. What does your current day to day schedule look like?

Here the interviewer intends to understand what the candidate does on daily basis and what type of environments they currently work in

2. Why did you decide to complete your IOSHH Course?

With this question, the interviewer wants to understand the thought process of the applicants' future aspirations and long term planning.

3. How is workplace culture different to that of the work environment during the COVID-19 pandemic.

This question is best to learn about the candidate's understanding on work environment.

4. What did you like most about your previous role?

Here, the applicant gives an insight about what keeps them motivated.

5. What did you like the least about your previous role?

Since exploratory questions are asked in a less formal interview, an interviewer may venture with outside questions. The idea is to understand what makes the applicant unhappy in a workplace.



Probing

Summary

Probing questions are designed to encourage deep thought about a specific topic. They are typically open-ended questions, meaning the answers are primarily subjective. Probing questions are intended to promote critical thinking as well as to get the person asked to explore their personal thoughts and feelings about a particular subject.

Probing questions can be put to use in a variety of different situations, including:

- After a presentation
- To ensure that you have an understanding of the entire story
- When learning something new
- If you feel that someone is avoiding divulging something
- To gain insight into a person's thought process

Example

1. Why do you think that is?
2. What sort of impact do you think this will have?
3. What would need to change in order for you to accomplish this?
4. Do you feel that that is right?
5. When have you done something like this before?
6. What does this remind you of?
7. How did you come to this conclusion?
8. What is your prediction?
9. What was your intention?
10. What should you ask yourself to further your understanding?



Funnel

Summary

Funnel questions increase or decrease in the amount of detail they're seeking as they progress. This means that the sequence of questions may start in one of two ways: closed or open.

Closed questions are those that invite someone to give one of an expected set of answers, such as yes or no, a specific fact or a name. These questions could invite broader and less specific answers as they progress.

Alternatively, funnel questions can begin with open questions, which are questions people cannot answer with specific definitive statements, and then introduce closed questions as they progress.

By becoming broader or more narrow, these question sequences make the theoretical shape of a funnel, either leading toward specific facts with closed questions or inviting additional information with open questions.

Example

Here is an example of funnel questions with increasing levels of detail when interviewing a potential new hire. Notice how the sequence utilises information that a candidate provided in an answer to a previous question:

- *Can you tell me about your previous job?*
- *What were your responsibilities at that job?*
- *What was your favourite project at that job?*
- *Did you experience any challenges while working on that budget deficit project?*
- *What strategy did you use to overcome the budget deficit?*

Here is an example of funnel questions with decreasing levels of detail when interviewing a potential new hire:

- *What is your current job title?*
- *How many people are on your team?*
- *What are your routine responsibilities?*
- *What other tasks would you like to take on?*
- *Where do you see yourself in five years?*
- *What are your career goals?*

