



WORKSHEET

CAPABILITIES TO DEMONSTRATE FOR POSITIONS IN OPERATIONS

Attention to Detail

Employers want to see your ability to understand the intricacies of procedures and project management. These can be related to logistics, budget management, process improvement, and building efficiencies. Demonstrate that your excellent attention to detail leads to improved performance.

Questions related to attention to detail might include:

What do you do to avoid mistakes in your work?

Demonstrate that you approach your work with a plan. You prepare by asking questions, drafting a planned approach and you have a robust review process to avoid mistakes.

Tell me about a time you had to produce high-quality work within a short deadline. How did you ensure you were able to provide a quality outcome?

The key here is to show you have a process you follow to manage your work. Say how you break the project or work item into manageable portions, you prioritize the important tasks and you ask for help if needed.

How do you manage daily tasks at work? Name the organizing tools and technologies you use.

Demonstrate that you have a personal system to manage your tasks and workload. Be specific with the tools you use and how you use them. Examples of tools include One Note, Asana, JIRA



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Prioritization

In Operations you will find a host of competing priorities, with multiple stakeholders expecting you to handle their project first. You should be confident and well-versed in prioritizing the most important, time-sensitive tasks.

Questions related to handling prioritization might include:

How do you manage competing priorities?

Demonstrate how you identify urgent and important tasks and how you can raise concerns and potential solutions to your stakeholders effectively

How would you respond if your manager suddenly asked you to complete a challenging task on a tight deadline? How would you approach the challenge?

Keep your story simple; and explain how you would identify key components of the task such as stakeholders, important requirements, deadlines and resources available and needed. Emphasize that you would spend time planning a strategy to do the best job possible within the constraints.

How do you control your stress when dealing with multiple priorities?

Focus on how pressure drives you to deliver your best performance and mention your coping mechanisms to promote a healthy work/life balance.



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Strategic Thinking

Operations roles must balance objectives and goals equally from both individual and organizational sides, and they must strive to drive growth strategy and balance global needs with departmental needs. Show your ability to link the intricacies of procedures and project management to the bigger, strategic picture. Relate these objectives to logistics, budget management, process improvement and efficiencies.

Questions related to strategic thinking might include:

How have your ideas improved a company's overall operations? Tell me how you implemented your idea successfully.

Highlight how your idea linked to a strategic business goal and led to a positive outcome for the department, function or organization. Be sure to include actions that you took to drive the idea into practice.

How would you ensure successful collaboration between different organizational functions and departments?

Demonstrate that you are attentive to what successful collaboration looks like for the functions and stakeholders involved and explain how you ensured that each function had what was necessary to ensure optimal working efficiencies. For example, talk about regular communication channels, astute project management and how negotiation led to consensus.

Tell me about a time you motivated employees who were resistant to a changing policy or procedure to get on board and embrace the changes.

Demonstrate what you did to engage, educate and communicate with the resistant group of employees and how your approach led to the group's overcoming their resistance.



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Problem-solving

Resolving issues or challenges across the business is vital. When answering questions about problem-solving you should demonstrate an analytical mind, calm demeanour, and logical thought process.

Questions related to problem-solving might include:

Tell me about a time you solved a pain point for a customer (internal or external to the company).

Be sure to mention that you carried out a root cause analysis of the problem, how you assessed potential solutions and why you selected the successful solution.

Describe a situation where you were faced with a problem you could not solve. What did you do?

Demonstrate your ability to take decisive action, think clearly under pressure and confidence in your own actions.

When you are faced with an urgent problem, how do you react? Do you act immediately, or do you first carefully assess the situation?

Explain that you make level-headed decisions and make a timely assessment of the situation. You want to demonstrate you can work productively under pressure.