

# CREDIT UNION INTERVIEW GUIDE

## Assessing Mission-Driven Talent

This guide is designed to help hiring managers at credit unions conduct meaningful, structured interviews that uncover not only a candidate's skills, but also their values, motivations, and growth mindset. For each question, there is space to write down the candidate's response during the interview. Use the notes to evaluate alignment with your organization's core competencies, such as adaptability, collaboration, initiative, integrity, and service orientation.

### Interview Questions

#### 1. Tackling the Unknown

Tell me about a time you faced a task you had no prior experience with. How did you get up to speed, and what was the result?

#### 2. Going Beyond the Job Description

Describe a time when you stepped outside your formal responsibilities to support a team or improve an outcome. What drove you to act, and what did you learn?

#### 3. Staying Motivated Through Challenges

When you've hit roadblocks or felt discouraged at work, what has helped you stay focused and motivated?

#### 4. Learning From Mistakes

Tell me about a professional mistake you made that stayed with you. How did you respond, and how has it shaped your approach since?

#### 5. Influences on Work Ethic

What shaped your approach to work and responsibility? Can you share how that influence has played out in your career?

#### 6. Self-Directed Learning

Give an example of a time you took initiative to learn something outside your job. What sparked your interest, and how did you go about it?

#### 7. Unseen Strengths

What's an accomplishment or experience that means a lot to you, but that wouldn't show up on your resume? Why does it matter to you?

## 8. Ideal Learning Environment

Imagine your ideal learning environment at work. What would it include, and how would it help you grow?

## 9. Taking Professional Risks

Tell me about a time you took a professional risk – big or small. What were you trying to achieve, and what did you take away from the experience?

## 10. Responding to Feedback

Describe a time you received feedback that was hard to hear. How did you react, and what did you do with it?