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## Interview questions for team leader in bpo

CFO Interview Questions Chief Financial Officers (CFO) are the heads of a company's financial department. They're typically highly experienced professionals with graduate degrees. Their role has a large scope so the best candidates should be knowledgeable in many aspects of business. The first step in planning an effective CFO interview is to determine the risk stage of your company. Are you mostly taking steps into the unknown with high market, product and financial risk (product change, modernizing, downsizing etc.)? Or are you in a phase of healthy stability where your environment and near future hold few surprises? Risk always exists, but CFOs who can deal with all types of risks simultaneously in a turbulent time have different qualities than those who can help the company flourish when risk is easily manageable. Use the following questions to determine the candidate's experience with risk and their willingness to deal with it. Listen to their answers and follow up with probing questions. Do they talk about stability in an appreciative manner or do they prefer rapid changes? The following list also includes situational and behavioral questions to evaluate the candidate's soft skills such as leadership, critical thinking and strategizing, Operational and Situational questions What would you do if revenue forecasts for next year decreased? If you had to decide whether a possible investment is profitable, how would you do it? Role-specific questions Explain the evolution of the product of your current/previous company. Give me an example of a landmark decision that was made in the product strategy and your opinion of that decision What type of customer does your company sell to? Has it changed? What is a pricing or packaging decision that the company made and what was your view on that decision? What was the personality of the company you were just working at and did it fit you? Give me an example of your investment strategy when funding departments during the annual budget cycle What do you think was key to your current/previous company's success? What are two metrics a CFO should always monitor? Behavioral questions Tell me about a time when you faced conflict with stakeholders. How did you resolve it? Recall a time you showed excellent leadership in managing your department Describe your most important contribution to your current/previous company Source and a recruit skilled CFO with Workable's Boolean search cheat sheets. Make sure that you are interviewing the best General manager candidates. Sign up for Workable's 15-day free trial to hire better, faster. General Manager Interview Questions General Managers are found in a wide range of industries including but not limited to retail, service, and hospitality. They are responsible for managing teams and facilities—say, a gym, restaurant, hotel, warehouse or a manufacturing floor at a factory. At a franchise, the General Manager may occupy the highest spot on a communication escalation plan. If a customer asks to speak to the person in charge, the frontline staff will connect them with the General Manager. A General Manager's primary role is that of a team leader. They are in charge of hiring, managing, and training employees, and for ensuring that they have the tools and resources to succeed. Their team also looks to them for insight on strategy and operations. General Managers often plan budgets, measure results, and identify threats and opportunities to their business. Interpersonal skills are exceptionally important for this position, especially if the General Manager works for a business that wants to be known for exceptional customer service. Asking open-ended and situational questions will help you get a reliable glimpse of their leadership and communication style, so you can hire the right General Manager for your team. Operational and Situational questions How would you describe your leadership style? Describe a time you led by example. What's your approach to delegating employees? How do you ensure that tasks are carried out to completion? Describe someone you coached or mentored. What were they doing initially, and what are they doing now? How would you tell a colleague that he/she was underperforming? Talk about the time you led an important meeting. Talk about a successful work project involving multiple teams. What was your role in facilitating the project? What was the result? Have you ever had to execute a project with a small budget, or a lack of resources? How did you address these issues? Tell me about a time when your team was struggling to meet business goals. What happened? What did you do about it? Talk about a successful work project. What was your goal? What was the result? What changes did you make that resulted in increasing productivity, improving efficiency, or lowering costs? Walk us through a typical day at your last position. How do you prioritize your tasks? What are some industry trends that have an impact on your role as a manager? Why are you interested in our company? What is the relationship between this job and your career goals? Team Leader Interview Questions Team Leaders delegate tasks and supervise team members' performance to increase productivity and achieve goals. They are also responsible for reporting results and solving potential conflicts. When hiring for this role, keep an eye out for candidates who can motivate their team members with constructive feedback and recognition. Use leadership interview questions to evaluate if candidates can manage teams and create collaborative work environments. Team Leaders set the example for their subordinates. During your interviews, focus on candidates who exude professionalism, handle confidential information sensitively and follow company policies. Candidates who don't hesitate to reach difficult decisions will also stand out. Operational and Situational questions How would you motivate a team member who seems discouraged or lacks energy? How would you mitigate a dispute between two team members who were arguing over their project responsibilities? If your team members considered a goal unrealistic, how would you change their minds? A manager from a different department wants to collaborate with a member of your team. How would you handle this request? Two employees left from your team just before the deadline on a big project. How would you change your leadership style to meet the deadline? You learn that one of your top performers is stealing the company's stationery. How would you handle this situation? Role-specific questions Which performance appraisal systems have you previously used? How do you prefer to communicate with your team? Have you participated in or organized team-building activities? What were they? How do you keep track of tasks and goals? Name any productivity tools you've used. Behavioral questions Do you prefer to provide individual or team-wide feedback? Why? (Or, in which cases do you choose each approach?) What's the most difficult part of your job? Do you have experience laying off an employee? If so, how did you handle the situation? What onboarding processes do you use for new team members? Tell me about a time your team successfully completed a challenging project. What did you do to keep employees on track and motivated? I love to interview people from different industries and write pages to help readers. So you are looking for a job in the BPO (Business Process Outsourcing) industry, and you have an interview scheduled. Are you looking for questions that you might encounter in your interview? Or did you interview before, without getting hired? Then surely this article will help you tremendously. Below I list some questions that you should have in mind and be ready to answer in order to be successful in your interview. Your answers should be in your own words, of course, because you know yourself better than anyone else, but I can give you some indication as to how you should answer. How BPO Interviews Work: Rounds of Selection The company for which you are applying can have different rounds of interviews and tests. They may include: a phone interview, a timed aptitude test, a group discussion or an extempore, a computer proficiency test, and finally a personal interview. At some companies you'll have to appear for all the above rounds; at others you will only have to go to a single selection round, a personal interview (PI). You will always have a phone and/or personal interview, and there will always be questions you can prepare for. BPO Job Interviews on the Phone After you apply for jobs via websites or by sending emails to recruiters, the first response you get may be a request for a phone interview. Somebody from the organization will probably call you and ask for your permission for a telephone interview. After that, your call will be transferred to the actual interviewer, who might ask you basic questions like the ones below, such as "Tell me something about yourself," or "What are your salary expectations?" One reason they do this in the BPO industry is to check your accent on the phone. So be prepared to answer basic job interview questions (listed below). If you are not in a position to attend the interview at that moment, then ask them to schedule an interview according to your convenience. It's totally all right if you say this. Talking on a phone interview. Saad Akhtar, CC, via Flickr Ten Typical Job Interview Questions When you interview for a job at a BPO center, you will get some typical interview questions that companies in many industries ask—about you, your plans, and your knowledge of the industry you want to enter. You may get these questions in a phone call or a personal interview. Be ready with a one-minute answer to each of these. 1. Tell me something about yourself. This generally is the first question that you will encounter in any interview. This is sort of an ice-breaking question which may lead to others. To answer this question just say something about yourself. First introduce yourself by saying your name and where you reside. Then tell why you should be hired for this post and what qualities you have, from your past experiences, that should be good for this job. A one-minute introduction of yourself will do the job. 2. Tell me something about your family background. Explain briefly about your family and what they do in life. 3. What is a BPO? What is your understanding of a BPO? BPO means Business Process Outsourcing. It means that a business is outsourcing some of its processes to other companies, or to a company in a different country. Businesses do this to save cost. If the company saves labor costs, by outsourcing after-sales support or customer care, it can concentrate on its core job, for example manufacturing or generating new business. 4. What is a Call Center? A call center is a place that handles large numbers of calls. There are inbound call centers and outbound call centers. An inbound call center handles incoming calls from clients or prospects. At an outbound call center, agents or associates make outgoing calls. These calls can be product inquiries, customer care calls (via web, email, or fax), or calls for telemarketing or business promotion. 5. What are your strengths and weaknesses? Be ready, with a minute at most, to describe your strengths and weaknesses. There may be follow-up questions to this question, so answer carefully, and consider what you might say to a follow-up question. For example, if you say hard work is your strength, then they may wonder if you work harder than you need to, and might ask you if you have ever tried to save your energy by working smart rather than hard. If you say honesty is your strength, they might ask you about an imaginary situation where you have to choose between honesty and another value. They might say, "Suppose your best friend has met with an accident and has called you to take him to the nearby hospital. You were in a hurry, you forgot your license for your two-wheeler, and a traffic constable has caught you. Then what will you do: bribe the constable or pay your fine? Paying the fine would take too much time. Your friend needs to get to the hospital." In this situation, you can either be honest or save your friend, but not both, so just say what you would do and why. 6. Why should I hire you? Be ready with a couple of sentences about why they should hire you. Tell them the qualities that make you the best suited for the job. 7. Why do companies outsource? Explained in question 3 above. 8. Where do you see yourself in the next five or ten years? Have ready something to say about your future career goals and how this job will help you get there. 9. What are your salary expectations? If you are a fresher, then it's best to say that you are looking for a salary that meets company norms or industry standards. If they insist you quote a number, then tell them what you expect if you have experience, it is reasonable to ask for a 20-30% raise from your previous salary, in my opinion. 10. Are you comfortable working night shifts? Just have ready something to say about your preference, it's up to you. When the Main Purpose of the Interview Is to Test Your English Skills In the BPO industry, phone or personal interviews as well as group discussions are likely to include additional questions about yourself, not about your career or experience, but random questions where they don't care what the answer is, they just care about how you speak English. These questions don't test you on any specific knowledge of yours. They won't ask you about your country's history or geography, and certainly not the Second Law of Newton. They test one aspect of your knowledge: your command of the English language. They also judge your energy level and the confidence with which you speak. When responding to these questions, you'll want to be fluent enough to stand out from the crowd, which is very necessary considering the sheer number of applicants that appear for the interview. Bloopers in BPO Interviews These kind of interviews are actually quite easy. Let me support this with a bold statement here; in these interviews, you can say a white lie with the highest confidence. You know that you are not quite speaking the truth, but still you must not for a minute let know the employer that you are lying. Don't get me wrong: You don't need to lie about anything important. You don't have to lie about your education or provide fake certificates, not a bit, never (that might land you in jail). But it might be to your advantage to lie about what you had for breakfast. Examples of Questions That Just Test Your Fluency Here are some questions they might ask to check your fluency in English. Tell me what you ate for breakfast. What did you do last weekend? Describe how you came to the interview. (He or she is asking about the route you took—bus or any other mode of transport.) What's your daily routine in life? What's your plan for the day after this interview? Do you like your father's job? Explain whether you like or don't like it. What is your mother's daily schedule? Interviewers might ask any question that requires you to think on your feet and just speak fluently. It's not about what you actually ate for breakfast or what you drank last weekend. It's about your fluency, the flow at which you can talk, and how clearly you can put your thoughts. So you see it might be okay to lie about what you ate or drank, for example, because that's not the important thing. Aptitude Tests for BPO Jobs In an aptitude test, you answer multiple-choice questions to test your language, thinking, and ability to solve problems quickly. You will be given a time limit, often 30 minutes, to complete your test. There may be questions about mathematics, English vocabulary, and logical reasoning. An aptitude test requires speed and accuracy. Some questions will be very easy and some very tough. The idea is not to get everything right, but to pace yourself so that you answer every question you can before time is up, without wild guessing. A score of 60% will often be enough for you to proceed to the next level. The best possible way to crack this one is to practice sample aptitude tests so that you get the feel of it and are confident when you actually appear for one. Search the web for some sample tests. Practice them, using a time limit. Practice will do wonders and can be fun. You may be tested on your computer proficiency. Extra Ketchup, CC, via Flickr Computer Proficiency Tests for BPO Jobs This will be a simple computer test wherein you'll be tested for your typing speed and basic office applications skills. Most organizations give this test to people who apply for back-office jobs rather than voice processes. But you are applying for a technical process then you'll definitely be tested for your computer skills, because basic computer hardware knowledge will be necessary. Group Discussion or Extempore Group discussions are rather rare in BPO interviews, but some companies still do them. Here your knowledge about current affairs and knowledge about the various happenings around you comes into play. Normally topics for group discussions are sourced from current affairs or from age-old topics such as "What came first, the egg or the hen?" or "Is a tomato a vegetable or a fruit?" Current affairs topics can be things like as "Demonetisation: Good or Bad." You have to take a stand on one side or the other of the question. Whatever your decision is, "for" or "against," you must support it with facts and personal insights. And again, it doesn't matter to anyone whether a tomato is a vegetable or a fruit—what matters is that you speak English confidently. The Face-to-Face Interview The last step in the job application process may be a face-to-face interview which may include any of the types of questions above. The videos below may help you feel confident. Hope you get your dream job. On a side note, learn about phonetics! This article is accurate and true to the best of the author's knowledge. Content is for informational or entertainment purposes only and does not substitute for personal counsel or professional advice in business, financial, legal, or technical matters. © 2011 Aarav Comments ashish on July 04, 2020: Thank it is quite helpful. Gitanjali on February 10, 2020: Thank you so much, for these tips help me a lot. zeyre on September 18, 2018: This really boosts my self confidence. K ASLAM on July 19, 2018: In every bpo job they ask u to choose this company r this job ... haven't u go to the core side . y u choose this nandy on December 08, 2017: Thank you , these tips will help me a lot. my interview tomorrow, feeling nervous.... Bharti pasheadal on May 19, 2017: Thank you so much, these tips will help me a lot. markjoreen on December 01, 2016: hope this will help me alot. anjali on November 09, 2016: Thank you for such a nice article, I hope it will work. Rajashree Tripathy on October 18, 2016: nice..tips..my interview tmomrow ..feeling nervous... Manjunath on October 01, 2016: Monday i'm going for interview, i'm getting full of nervous ...siri on September 27, 2016: thnks for your tips. MAHESH KUMAR on July 19, 2016: Thank you so much, these tips will help me a lot. I have a question which i encountered in every interview. My qualification is B.TECH in CIVIL ENGINEERING. In every BPO interviews, i am facing one question taht " you have done B.Tech, then why do you want to work in BPO Company." Can you please tell the answer which is suitable for me ?shree shegokar on July 17, 2016: thnx 4 ur tips...it'll help me a lot. aghil on April 11, 2016: It's really helpful for the candidates for attending interviews....troj on December 15, 2015: wow!!!! thumbs-up for this blog...thank you very for this very helpful tips. :) it will support for my upcoming interviews :) God bless, keep it up :) Reena Dhiman on October 08, 2015: Thanks for sharing full details & information about BPO jobs. It will be helpful for all job seekers who want to join this industry. Ramen Biswas on September 01, 2015: thanks for a good INFORMATION. Aarav (author) from Mumbai on March 25, 2015: @jyoshna Thank you for the comment and I hope this would have helped you in your interviews. jyoshna on March 24, 2015: whenever you going to interview read it once and go , it vil help u lot. prakash on December 02, 2014: Nice kamal on May 23, 2014: nice tips ....for every one. raj on December 20, 2013: thnx 4 dis information it will help me a lot. ARCHANA on May 02, 2013: Thanks a lot for this useful information it will definitely help me a lot. kanchan on April 25, 2013: i will look forward....to al disshvam on January 22, 2013: thnks sir..i got my way. Rohan on November 30, 2012: nice one...it will help me a lot..thankssssspeter on October 08, 2012: nice tips .....sanni kumar on July 13, 2012: thanks for nice tips. sadf on June 28, 2012: sabashnaukri on June 26, 2012: Communication skills, confidence, persuasion power and the way you handle situations are very important points to be kept in mind before sitting for a BPO job interview. Same is being discussed in a very descriptive and impressive way in this hub. marvi ragune on May 16, 2012: thanks for the very good and very supportive tips .. i just kept it on my mind ... have a wonderful day. jun on March 02, 2012: tnx for your tips. myra errachofirzt\_0ne on February 07, 2012: ...nice tips...!!:) situational questions for team leader interview in bpo



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