Planning and Organizing

*Establishing courses of action for self and others to ensure that work is completed efficiently.*

**Key Actions**

- **Prioritizes**—Identifies more critical and less critical activities and assignments; adjusts priorities when appropriate.

- **Determines tasks and resources**—Determines project/assignment requirements by breaking them down into tasks and identifying types of equipment, materials, and people needed.

- **Schedules**—Allocates appropriate amounts of time for completing own and others’ work; avoids scheduling conflicts; develops timelines and milestones.

- **Leverages resources**—Takes advantage of available resources (individuals, processes, departments, and tools) to complete work efficiently; coordinates with internal and external partners.

- **Stays focused**—Uses time effectively and prevents irrelevant issues or distractions from interfering with work completion.

**Questions**

1. Tell me about a time when you faced conflicting priorities. How did you determine the top priority?

2. How have you avoided scheduling conflicts when working on a project with several other people?

3. Tell me about a time when you had to coordinate resources (people, processes, departments, equipment) to complete a complex project.

4. Tell me about a time when you were responsible for determining assignments, schedules, and timelines for a project you were managing. Describe how you worked out a project plan. What happened?

5. What kinds of project planning or administration did you do in your job at ______________? Tell me about one of the projects you planned.

6. What objectives were you expected to meet this year? What steps did you take to make sure you were making progress on all of them?

7. Prioritizing projects/activities/responsibilities can be challenging. Tell me about the last time you could’ve done a better job of prioritizing a project/activity/responsibility. What happened?

8. Tell me about a time when you adjusted your work schedule because you couldn’t get all the necessary parts, materials, or equipment for a project. Tell me about one of those situations. What did you do?

9. Describe a time at ______________ when you needed to complete several things at the same time. What did you do to get the work done?
10. What have you done to make your department/group/team more efficient or organized? Give me an example.

11. Tell me about a long- or short-term plan you’ve developed for your department.

12. Have you ever prepared production or delivery schedules? Describe how you did this.

13. Have you planned any conferences, workshops, or retreats? Describe the steps involved in planning one of these.

Questions for people who are applying for sales positions

14. What sales objectives were you expected to meet this year? What steps did you take to make sure you were making progress on all of them?

15. Explain how you decided which clients to see last week.

16. Prioritizing sales calls and activities can be challenging. Tell me about the last time you could’ve done a better job of prioritizing. What happened?

17. Tell me about a time when your schedule was upset because a key contact was unavailable for a scheduled sales call. What did you do?

18. How have you scheduled sales calls to ensure sufficient time with the client while minimizing downtime?

19. Tell me about a time when you had to adjust your priorities to make an important sales call.

Questions for people with little work experience

20. What factors did you consider when setting up your class schedule?

21. How did you balance your schoolwork with extracurricular activities?

22. Tell me about a time at school when you faced conflicting priorities. How did you determine the top priority?

23. We’ve all been in situations in which we couldn’t complete everything we needed to on time. Tell me about a time when this happened to you.