

## Interview Guide

Strategic Account Director Benchmark



*Signature Profile*

## Interview Guide

### Strategic Account Director Benchmark

#### Predictive Competencies:

- Champions Initiatives and Leads Change
- Commits Extra Effort to Ensure Success
- Proactively Mentors and Supports Others
- Demonstrates Learning Orientation
- Engages Others in Learning to Maximize Benefit from Purchase

Applicant Name: \_\_\_\_\_

Interview Date: \_\_\_\_\_

Interviewed By: \_\_\_\_\_

Overall  
Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Champions Initiatives and Leads Change

<p><b>Question 1:</b> Describe a past situation in which you believed the existing approach to achieving a group goal was just not working any longer.</p>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>Question 2:</b> What were your options?</p> <p><b>Look for:</b></p> <ul style="list-style-type: none"> <li>▪ willingness to explore alternatives without prompting or clear-cut directives</li> <li>▪ focuses on selective changes that provide real added value; does not seek change for the sake of change</li> </ul>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>Question 3:</b> How effectively do you champion new ideas or directions and why?</p> <p><b>Look for:</b></p> <ul style="list-style-type: none"> <li>▪ takes the lead in initiating constructive changes</li> <li>▪ willingness to stretch beyond what is safe or comfortable to meet expected results</li> <li>▪ provides the voice and resources to integrate needed changes within the group</li> <li>▪ willingness to push original or creative thinking when organizational goals are at risk</li> </ul>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

- Excellent | Always matched the points to look for
- Average | Matched some of the points to look for
- Poor | Did not match any of the points to look for

## Commits Extra Effort to Ensure Success

<p><b>Question 1:</b> Describe the time requirements of your last job and how they varied or remained unchanged from week to week.</p>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>Question 2:</b> How did this commitment impact your time outside of work?</p> <p><b>Look for:</b></p> <ul style="list-style-type: none"> <li>▪ personal satisfaction taken in career accomplishments</li> <li>▪ willingness to adapt personal life to accommodate professional demands on their time</li> <li>▪ acceptance that long hours are part of the job</li> </ul>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>Question 3:</b> Did you successfully achieve the expected business results? Why or why not?</p> <p><b>Look for:</b></p> <ul style="list-style-type: none"> <li>▪ someone who thrives on hard work and long hours; who looks up and can't believe where the time went</li> <li>▪ builds time into their schedule to plan and prepare for results achievement</li> <li>▪ commits resources based on the objective, not by the clock</li> <li>▪ ability to stay focused when threatened by distractions</li> </ul>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

- Excellent | Always matched the points to look for
- Average | Matched some of the points to look for
- Poor | Did not match any of the points to look for

## Proactively Mentors and Supports Others

<p><b>Question 1:</b> Describe your past experience in an advisory or mentoring role.</p>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>Question 2:</b> How did you benefit from this experience?</p> <p><b>Look for:</b></p> <ul style="list-style-type: none"> <li>▪ personal satisfaction from opportunities to encourage or support others</li> <li>▪ pride in being a role model and seeing a protégé blossom</li> <li>▪ enjoyment from seeing others grow</li> <li>▪ opportunity to demonstrate their own wisdom and expertise</li> </ul>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>Question 3:</b> How would your coaching skills be evaluated by someone you have mentored in the past?</p> <p><b>Look for:</b></p> <ul style="list-style-type: none"> <li>▪ patience with inexperienced individuals</li> <li>▪ willingness to review or repeat what may seem to them to be rudimentary issues</li> <li>▪ initiates advice; does not wait to be asked</li> </ul>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

- Excellent | Always matched the points to look for
- Average | Matched some of the points to look for
- Poor | Did not match any of the points to look for

## Demonstrates Learning Orientation

<p><b>Question 1:</b> Describe some of the technical complexities of your most recent position.</p>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>Question 2:</b> What steps do you take to develop your expertise?</p> <p><b>Look for:</b></p> <ul style="list-style-type: none"> <li>▪ formal training opportunities</li> <li>▪ review of professional publications, newsletters, and other current information in their own and related fields</li> <li>▪ routine collection and review of key data and information to track progress on important functions</li> </ul>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>Question 3:</b> How would you rate your technical expertise? Why should you be trusted as a technical resource?</p> <p><b>Look for:</b></p> <ul style="list-style-type: none"> <li>▪ intellectually curious and believes that education never ends</li> <li>▪ awareness of technical developments in their field and related fields</li> <li>▪ anticipation of rather than reaction to changing technologies</li> <li>▪ incorporates professional expertise into projects and new initiatives</li> </ul>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

- Excellent | Always matched the points to look for
- Average | Matched some of the points to look for
- Poor | Did not match any of the points to look for

## Engages Others in Learning to Maximize Benefit from Purchase

<p><b>Question 1:</b> Describe a situation in which you have functioned as a teacher in a customer setting.</p>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>Question 2:</b> How did you prepare for that experience?</p> <p><b>Look for:</b></p> <ul style="list-style-type: none"> <li>▪ schedules organized and consistent sessions; avoids casual or 'off-the-cuff' training</li> <li>▪ develops measurable criteria for assessing progress</li> <li>▪ has an awareness of others' level of experience and expertise</li> <li>▪ develops own in-depth knowledge of subject matter</li> </ul>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p><b>Question 3:</b> How would you evaluate your skill as an educator and why?</p> <p><b>Look for:</b></p> <ul style="list-style-type: none"> <li>▪ enjoys the teaching process</li> <li>▪ patience and persistence in reinforcing information through repetition</li> <li>▪ keeps information relevant</li> <li>▪ tracks effectiveness of the teaching effort by monitoring customer understanding</li> </ul>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

- Excellent | Always matched the points to look for
- Average | Matched some of the points to look for
- Poor | Did not match any of the points to look for



937.259.1200 | 800.254.5995

ChallyAssessment@chally.com | [www.chally.com](http://www.chally.com)