**Communication**

Behavioral

* Give some examples of how and when you were the spokesperson for your current (or most recent) company.
* Give an example of how you carefully considered your audience prior to communicating with them. What factors influenced your communication?
* Describe a time you used your communications skills to negotiate with an angry person.
* Have you ever given a presentation to a group? How did you prepare for it? What would you do differently?
* Describe a time when you were able to overcome a communications barrier(s).
* Tell me about a time when effective listening skills helped you in a problematic situation.
* Tell me about a time when you thought someone wasn't listening to you. What did you do?
* Recount an occasion when you were greeted with a greeting that was not normal for you. How'd you respond?

Situational

* Suppose two managers have difficulty communicating with each other, but you understand both. Would you try to help the two understand each other better? If so, how?
* Two members of a team do great work, but they do not work well together. What are some of the key ways to get them to work together better?

General

* Management requires both good writing and verbal skills for effective communication. When it comes to giving information to employees that can be done either way, do you prefer to write an e-mail or memo or talk to the employee? Why?
* How well do you communicate with others? What communication techniques do you use?
* When do you think it is best to communicate in writing? When do you communicate face-to-face?
* In terms of communication (face-to-face, phone, e-mail, instant messaging, texting), when might you use each?