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Rest assured automation interview questions

unhappy girl image by pavel siamionov from Fotolia.com By: Neil Kokemuller Updated September 26, 2017 Having the ability to effectively manage criticism is a skill set that Job Bank USA refers to as part of diplomacy skills. Feedback is common to employees in leadership roles and team-oriented work environments. Employees in any job, though, need to have some ability to hear constructive criticism and respond in a positive, productive manner. When interviewing for jobs in which criticism is common, the interviewer is likely to ask questions about criticism. "How do you handle criticism?" is a standard interview question. Your response should demonstrate that you have the ability to hear criticism without reacting negatively or getting upset, according to the Changing Minds website. An explanation on why you see criticism as an opportunity as opposed to a personal attack is another effective way to respond to this question. Changing Minds suggests an interviewer might also ask you to tell him about a time you were criticized. The site advises you to select an example where you were criticized for doing something wrong. Show that you listened to the criticism without getting angry. Then explain how you accepted the feedback and used it to generate positive results or to correct the action targeted by the critic. In her Career FAQs article "Job interview question and answer: How do you handle criticism?" Helen Ishister points out that sometimes criticism is false or invalid. She says that sometimes jealousy and envy inspire criticism from colleagues. In an interview, convey your willingness to patiently hear criticism from colleagues while discerning whether it is valid. It is OK to have confidence in your abilities, says Ishister. Dealing with customer feedback is often part of a service or sales job. Effectively handling customer criticism of your company and its products is a separate skill set. Ishister notes that employers want to see that you have the ability to perform "damage control." Employers need to see that you have the capacity to deal with critical customers and avoid damaging the company's reputation in the marketplace. Skip to content Dispatcher Interview Questions Dispatchers are important links of communication between interested parties. They may be found in shipping companies where they assign jobs to truck drivers and serve as their point of contact, handle incoming calls at emergency response facilities or be employed as flight dispatchers. There are no fixed educational requirements for this role although a form of certification may be needed (e.g. emergency dispatch). Some experience in dispatching or call centers can be useful. However, if you have the time to train new hires, they can learn skills such as use of dispatching equipment or radio operating processes on the job. During the interview, you should tailor your answers depending on the role. For example, crisis management skills may be more important in emergency response facilities than in other settings. Knowledge of the law may also be critical for that role. Generally, all candidates should be evaluated according to their communication skills, ability to remain calm in high-stress situations, critical thinking and ability to work independently. Use behavioral and situational questions for this purpose. Operational and Situational questions Have you ever used dispatching equipment? How familiar are you with this county's criminal law? If you received a call from a panicked person who was speaking unintelligibly, how would you handle it? Imagine one of the truck drivers calls and informs you angrily that they have been assigned the wrong cargo. What would you do? How do you feel about being constantly on the phone? Behavioral questions Tell me about a time you had to make a difficult decision when your supervisor wasn't around Have you ever felt overwhelmed by stress? What did you do to keep performing your duties? Recall a time you had to multi-task. Were you successful? 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? Keep up with the latest daily buzz with the BuzzFeed Daily newsletter! Published on July 27, 2021 During the pandemic, video conferencing replaced in-person meetings and has now become the standard option for business meetings. Over the past 17 months, most workers have gotten past the video conferencing learning curve with Zoom or Microsoft Teams (or their platform of choice).But just as with in-person meetings, attention can wax and wane. Some say we're just not used to staring at ourselves so much on the screen. Instead of fixating on that, try employing smart video conferencing etiquette, or you may risk indiscretions that will flag you as a slacker.Put the Pro in ProfessionalAfter more than a year of fine-tuning, here are the new rules of video conferencing etiquette.1. Mute Your Mobile and Other DevicesThe first video conference etiquette you need to know is muting your other devices. Just as in the pre-COVID days, someone's obnoxious ring tone blaring Taylor Swift's newest single in the middle of a meeting is also an annoyance if it happens during a Zoom meeting and so is the inevitable fumbling to turn off the sound. Even the apologies to the group get tiresome.Also, when notifications are activated on the computer that you're using for the meeting, the incoming message takes over the audio and you'll miss out on snippets of the conversation. Be sure to eliminate this possible faux pas.2. Dress the PartWhile working from home, you may have fallen into the habit of slipping on your comfiest T-shirt each day. Hey, no judgments! But before you log on to your video conference, try to make an effort with your appearance.Depending on your company culture and the importance of your meeting, consider dressing the part of the professional whom you wish to project. It will help you feel more self-assured, and others will likely take you more seriously.For women, wear light make-up, put on earrings, and make sure your blouse is crisply pressed. For men, show up freshly shaved. Wearing a crisp collared shirt in a solid color will usually suffice. Pro Tip: Stay away from wearing white or black, unless those colors look great on you. Consider wearing light blue or brown instead.3. Stage Your WorkspaceHave you noticed the backdrops of experts interviewed on news shows? Bookshelves and photographs are carefully curated, and no busy-patterned furniture or artwork is in sight.Take note of what appears behind you when you choose the location of your video conferences. Piles of junk mail on the table or stacks of folded laundry on the couch will convey more about your personal life than you care to share. Make sure you remove clutter from the camera's eye, and present a tidy, orderly workspace to your colleagues, coworkers, and bosses.4. Put Some Thought Into Lighting and PerspectiveBe aware that in a video conference, your computer camera can actually make you look up to ten pounds heavier depending on where you sit. But you can easily drop those added pounds by moving back from the screen to diminish the wide-angle distortion.Frame your head on the screen by tilting the screen up or down. Also, it's best to not place yourself in front of a window or bright light, which makes you appear in shadow. Instead, face the light source, moving it (or yourself) until you have a flattering amount of illumination. You can also purchase some small spotlights that allow you to add light as needed.Pro Tip: If your lights add too much redness to your skin, consider counter-balancing with a green filter.Remember That Half of Life Is Showing Up5. Arrive on TimeIn the old days of in-person meetings, it was nearly impossible to slip in late into a meeting unnoticed. In today's video conferences, logging in late still shows poor form. Instead, strive to arrive five minutes early and get yourself settled.Once the meeting is underway, the host may be less attentive about late arrivals waiting to be let in. Diverting the host's attention away from the meeting with a tardy entry request is the ultimate giveaway that you didn't honor the schedule. If you don't want a black mark against you, log in on time. 6. Turn on Your VideoFew people like to see their face on the screen, but buck up and turn on your camera in video conferences. In most cases, it's better to be a face on a screen than a name in a blank square. Your statements will be more memorable when other meeting attendees can see you.If you need to turn off the video, either because of a poor connection, some commotion in the room, or a need for a quick break, give a short explanation via the chat feature. Then, go back on video as soon as you're able.Pro Tip: Keep your explanation for your departure pithy. "Sorry! Doorbell rang. Back in five" says it all. Be sure to honor what you say in chat and really do return in five minutes.7. Plan Ahead Before Sharing Your ScreenDon't be one of those people who makes everyone else wait as you click through folders in search of a document. That's just poor video conferencing etiquette. If you know you'll need to share a document or video on your screen, prepare by pulling it out of its folder and onto your desktop. Also, clean up the files and folders on your desktop to reduce clutter and facilitate easy access. Close other programs like chat, calendar notifications, and email. Disable pop-up notifications to ensure there'll be no unforeseen distractions.Be sure to remind the host before the meeting that you'll need them to activate the screen-sharing function. Show courtesy once you're finished by hitting "stop share" to return to the screen with participants.Attend to the Pesky Details8. Make Sure That Meetings Remain Right-SizedWith the easy accessibility of video conferencing, it can be tempting to extend the meeting invitation beyond the core group and include everyone peripherally involved in a project. But just as with in-person meetings, the more people involved, the more unwieldy the meeting becomes.Use good judgment when asking others to sit through a video conference so that you don't needlessly take up others' time and so that participants can be fully engaged.9. Remember to "Unmute" Before You SpeakMost of us are likely able to count on one hand the number of video conferences when someone didn't have to be reminded. "You're on mute!" Forgetting to unmute before speaking has become one of the most common missteps in video conferencing. Show everyone your impeccable video-conferencing poise by managing your mute feature with flawless control.10. Stay on Point to Keep the Meeting Length in CheckAs with in-person meetings, an agenda with assigned time limits for discussions remains necessary to keep a meeting focused. Data shows, however, that video conferencing can actually reduce meeting time. Reasons include the elimination of commuting time and the ability to screen share and annotate to keep everyone on task.Additionally, side conversations are virtually impossible with video conferencing now that you can no longer have back-and-forth exchanges with the person beside you.Pro Tip: If you're running the meeting, let attendees know in advance the protocol for the chat feature. Is it okay for them to "chat among themselves" or not? (See point 11, as well.)Talking Has a Time and a Place11. Chat AppropriatelyJust like side conversations or texting in an in-person meeting, the use of the chat feature during a video conference can be disrespectful unless it's directed to all participants. Hence, it's good video conferencing etiquette to mind your use of the chat.At the start of the meeting, you may want to ask the host if it's alright for participants to use the chat feature. This allows them to disable it if they choose. Used appropriately, it can be a helpful tool to clarify or amplify an earlier point once the conversation has moved on or to let the group know that you need to sign off early (and why).12. Use the "Raise Hand" Feature to Avoid InterruptionsThe slight lag in many video conferences can result in speaking over another person if you attempt to jump into a conversation. To avoid this awkward interruption, indicate when you have something to add to the discussion with the raise-your-hand feature that signals the host you would like to speak. This effective meeting management device makes video conferencing run more smoothly, especially with a large group, but it must be activated and monitored by the host.Pro Tip: For meetings of six to ten people, sometimes the old-fashioned raising of your physical hand may be the best option. But it's up to the meeting host. Ask them what they would prefer, and follow that. 13. Don't Record the Session or Take Photos Without Prior PermissionIn this case, not sharing is caring. The "sharing culture" made popular through social media has little place in video conferencing. Before recording a meeting or capturing a screenshot of the participants, always ask for consent in advance from the full roster of attendees. Knowing that a video conference will be photographed or recorded could have a bearing on what others are willing to discuss.Manage Yourself14. Minimize DistractionsWhile de-activating audio and video features can keep distractions from affecting the other participants, you will need to manage noise and disruptions on your end to give your full attention to the meeting.Move out of high-traffic zones in your home, keep your door closed, and ask family members to be considerate.15. Save Snacking for LaterSave snacking for later—or earlier. Eating while on video conference is a no-no. Munching in front of the group while close to the camera—as you are when video conferencing—subjects the participants to an up-close and (too) personal view of your food consumption process.However, it's perfectly fine to sip quietly from a glass of water or cup of coffee or tea. If the meeting threatens to last for more than two hours, you may want to ask the host in advance to schedule a five-minute break at the halfway point.Final ThoughtsEven though bosses are now beginning to ask workers to spend some of their workdays on-site, up to 80 percent will permit employees to work remotely at least part of the time, which means more video conferencing in your future. Mastering these video conferencing etiquette tips will help you dial in—as well as dial back—your participation and demonstrate your unwavering level of engagement to the team.Featured photo credit: Chris Montgomery via unsplash.com

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