

Team Member Interview Questions

This document outlines some questions for conducting an operational audit. Expand upon this document based on your specific needs. Remember your hypothesis statement from the book! That should guide some of your Q&A and, more importantly, your listening. Best of luck!

Remember, this conversation will likely be one hour. The first 15 minutes will be spent on pleasantries and maybe some softball questions to get the ball rolling. So you really have 45 minutes to chat. You won't be able to ask everything on your list, so prioritize before your interview.

Basics:

- Name & Title?
- How long have you worked here?
- What accounts are you on?
- What do you do to stay current in your craft?

Communications:

- How do you communicate with teammates?
- How do you communicate with clients?
- How much collaboration is there between teammates/teams?
- How many meetings do you attend on any given day/week?
- How many instant messages do you receive via Slack/Teams (or equivalent)

Core Offering / Process:

- How is your project kickoff process / onboarding?
- What do you do day to day?
 - What takes the most time?
 - What are your high-value activities? (Things you do that are relatively easy that yield a significant value)
- What are the common elements that you deliver on an ongoing basis?
- What tools/software do you use to perform your work? Are they effective?
- Do you have a documented process that you use to complete your projects/tasks?
- How is testing/quality managed?
- Would it be helpful if the process of completing your projects were partially templated?
- Describe the process of a typical project (high-level steps; we can dig deeper if needed)
- How is the project handoff / training for the clients going? What can be improved?
- What is the biggest recurring post launch question/issue?
- How productive are the retrospectives after each implementation? What was your last major takeaway?
- What would you change if you could change one thing about the process to complete your daily tasks?