**Question prompt shown on screen**

Tell me a situation where you had to convince someone to do something that he or she did not want to do.

**Candidate response**

Um, I have been in situations where I have had to convince coworkers or volunteers to do things they did not want to when working on projects and at events. One example I would like to tell you about is when I was working at an office at the University and one of my daily tasks was to sort the mail into official and non-official documentation. The office had been sorting mail the same way for a very long time. There was a lot of turnover in the position I was working in, so new people were being trained on how to sort the mail every four to six months. The training procedure had always been done by someone who was doing the job for at least a month, and I had the opportunity to train a new employee on how to sort the mail. I found that there was no useful documentation, and that the documentation we had was outdated. At my job, I was given one hour a day to work on a project of my choosing, so I began to look into improving the mail processes. My plan was to devise a more helpful how-to guide, um, with supplemental documentation that contained actual photocopies from the actual mail. I scheduled a meeting with my superior to discuss my findings. She was hesitant about changing a process that had been in place for so long. I listened to her concerns and made a note of what she was concerned about when presenting my initial plan. Her main concern was the confidentiality of the people sending their documents in through the mail. My solution was to depersonalize the documents that we used as examples. I was able to present her with the facts, a more helpful how-to guide, and a solution to her concerns. She encouraged me to continue working on my project and after a few more meetings, my process was implemented. There was an improvement regarding new hires picking up the mail process more quickly and making fewer mistakes.