

Profit Center Manager Interview Themes Summary

Drives & Values

Mission

- Focuses on purpose of organization (big picture).
- Approaches job as a teacher or coach would.
- Emphasizes service to clients, staff, others.
- Looks for ways to improve performance.

Competition

- Likes to win and seeks opportunities to compete.
- Sets higher, tougher goals than others.
- Measures performance and remembers scores.
- Continually raises standards of performance.

Work Style

Focus

- Sets goals and implements steps to achieve them.
- Invests resources in tasks that help reach goal.
- When path is blocked, finds another way to goal.
- Works hard and puts in long hours.

Delegator

- Perceptive about people and situations.
- Matches talent to task in delegating jobs.
- Can easily enlist the help of others.
- Allows people to “own” their work.

Exactness

- Has structure and organization in all aspects of life.
- Demands high standards of self and others.
- Nails deadlines and details consistently.
- Finished the job and cleans up loose ends.

People Acumen

Positivity

- Sees more opportunities and fewer obstacles.
- Smiles; causes others to smile.
- Creates a stimulating, upbeat feeling in office.
- Confronts issues so as to restore positivity.

Caring

- Initiates relationships.
- Empathetic to individual needs.
- Each individual feels personally cared about.
- Enjoys helping people.

Recruiter

- Places importance on potential over pedigree.
- Proactive in recruiting people.
- Knows where to look, and finds great people.
- Naturally identifies what people are good at.

Relationship

- Proactively maintains healthy staff relationships.
- Shows interest in people, and is a good listener.
- Knows what’s important to each person on staff.
- Genuine, sincere, approachable.

Influence

Leader

- Self-confident and independent.
- Focuses people on vision, direction, and success.
- Is often first to point the way or make a decision.
- The type of person others naturally follow.

Persuasion

- Stands on own beliefs and lets others know.
- Convinces people to move in the desired direction.
- Gets others to buy into the plan.
- Can confront situations head-on when necessary.

Thought Process

Business Thinking

- Has good intuitions and “street smarts.”
- Makes sound decisions based on good data.
- Has healthy skepticism; rarely fooled or duped.
- Often anticipates events; is “ahead of the game.”

Profit Orientation

- Understands value and role of profit.
- Is fiscally responsible and produces a healthy profit.
- Measures results and people in many ways.
- Finds opportunities to improve, increase output.