How to Pass Scenario Based Video Questions

What is a Scenario Based Video Question?

A scenario-based question starts with a work based situation, related to the job you're applying for. You need to cover certain points in your answer with a video response.

They resemble Situational Judgement Test (SJT) questions from online tests.

With SJT questions, you get possible answers. You just need to rank them from best to worst.

In a video interview, you don't get options to rank. You need to think of a best answer on the spot.

Often in no more than 3 minutes.
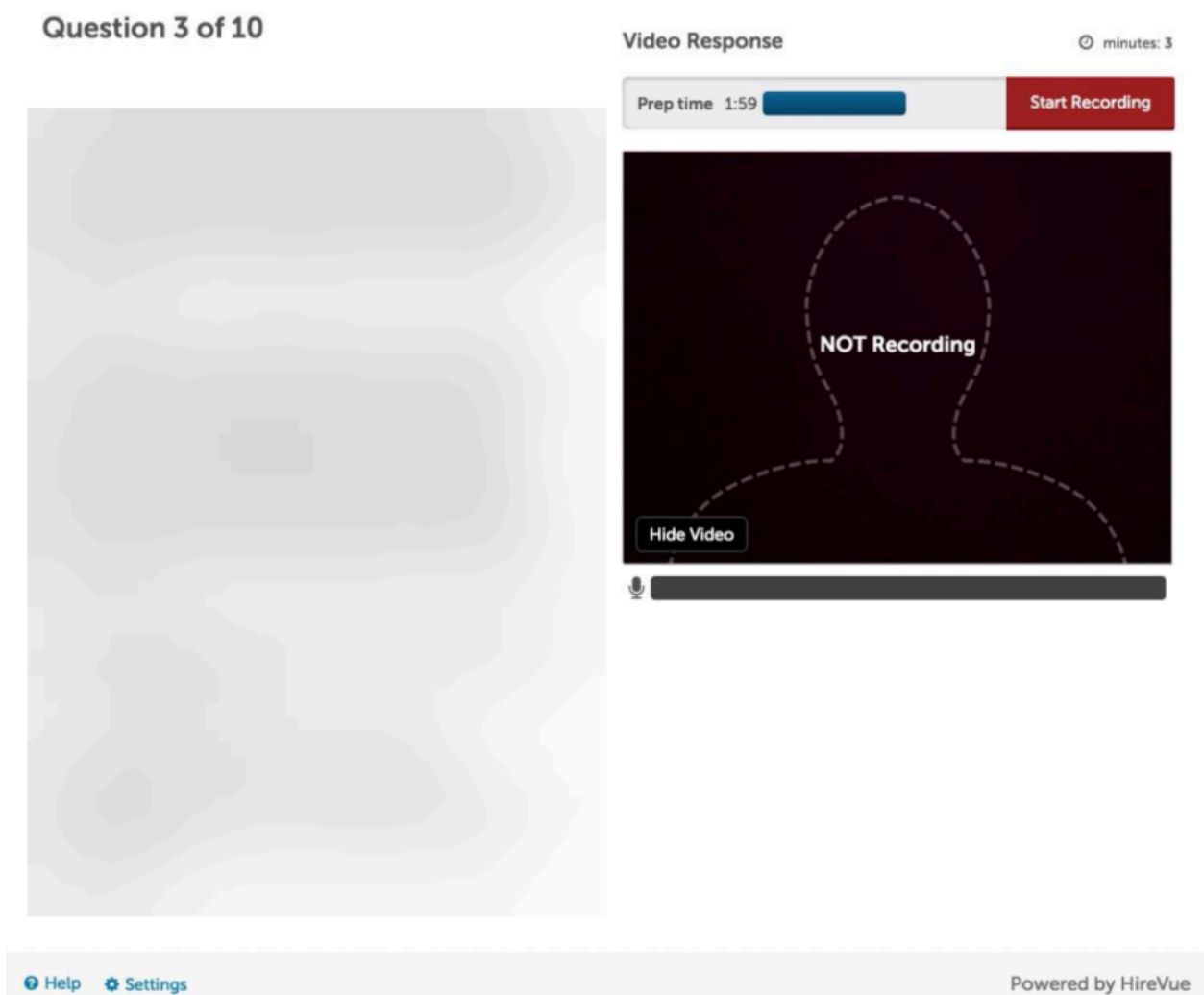
Many people find these questions tough.

They are now more common, especially among companies like PwC and Deloitte.

This short book provides:

- A simple framework to give clear answers to these questions.
- 4 step-by-step walkthrough answers and questions.
- 11 questions you can practise by yourself.

IMPORTANT: You're not going to get better at scenario based video questions by "just" reading this book.

You MUST

1. Practise questions under real life test conditions (3 minutes to answer)
2. Record yourself on video
3. Watch yourself back to get find out how you can get better

In order words the more you DO, the BETTER you get.

At the end of this book is a 1-page cheat sheet you can print off , or put on a second screen to refer to when you're answering these questions.

6 part framework to a great answer

Frameworks are a great way to systematise solving particular types of problems.

Scenario based questions have the same basic format.

Here's a problem, there's some people involved and things to do, now what would you do?

The industry may change, the length may vary, but the questions will rarely be highly technical.

Here's a highly effective 6 step framework to think about answering any scenario based question:

1. What is the problem?
2. What is the result I need to achieve?
3. Who are the parties involved?
4. What is best for the client?
5. Do I have all the information I need?
6. How can I deliver maximum value

Let's explain each step.

What is the problem?

Every question is a problem to be solved.

Your answer must start and end with that, if you get some bits wrong in the middle, at least you solved the problem.

If you don't identify the problem, or show progress or resolution to solving it, logic dictates you will fail the question

What is the result I need to achieve?

In a clean progression from the problem, is what is the solution you are driving for, as an individual what is going to show you in the best light.

Who are the parties involved?

In almost all scenario based questions there are at least 2 if not 3 people involved.

Generally a variation between you, a colleague or colleagues, a manager and a client/ customer.

These tend to be:

- You | Colleague | Manager
- You | Colleague | Client
- You | Manager | Client
- You | Colleague | Colleague

Bear in mind there will always be exceptions to the rule. But when considering work dynamics, and the permutations of possible people involved. These options provide the most likely choices.

In other words, concentrating on the 20% of effort to satisfy 80% of expected questions or conditions.

Also don't forget the hierarchy of obligation:

(Most Important) Organisation > Client > Manager > You **(Least Important)**

What is best for the client?

The majority of scenario based questions relate to clients. Clients want some form of a result. A report, a reply or some sort of change.

Being able to identify this in your answer and see this as your ultimate goal will help to streamline your answer.

Do I have all the information I need?

This part is often missed. What more could or do you need to know to do an even better job. Also what conclusions are you unable to come to without further information. Large companies will generally want answers to be risk-averse (more likely to seek advice and support rather than gung-ho do it yourself, especially if you're new to the job) and analytical (a good problem solver takes account of the information available, and before proceeding thinks if there is anything else they could know to achieve a better result)

How can I deliver maximum value

This is pretty similar to "what is best for the client" but it encapsulates all types of questions, including those which have no client (often revolving around yourself and your colleagues, or a manager)

Maximum value often means getting a result or solving a problem as effectively as possible.

> **IMPORTANT: Don't obsess about the framework, it makes much more sense when we put it into action**
>
> **Also as we become more confident in answering these questions we can drop the parts which do not suit us.**

How do we get from the 6 step framework to a fully formed answer?

When we're converting our steps (which we will work through in our head, or doodle rough notes to be begin with)

We can then translate this to a rough structure of:

- What's the problem and who is involved?
- What do I need to do?
- How can I deliver maximum value?

Let's put our framework into action in Example 1

Question 1

You are a graduate consultant working with Fortune Motors. They are a long-time client in the auto parts manufacturing sector. Fortune Motors is known for its precise engineering and strict quality control. It follows traditional, time-tested processes.

Your advisory team recently proposed a change. It aims to help Fortune Motors capitalize on trends in smart automotive technology. The strategy is to add advanced digital manufacturing to their production lines. Your team believes these changes are vital for future growth. They can boost efficiency and cut long-term costs. However, the in-person meeting at their corporate HQ was tense. A modern facility rich in tradition featuring a mixture of high-tech control rooms and production floors with a history.

The key decision-maker, Mr. Henry Lawson, is a veteran. He has over 30 years in the industry. He is known for his no-nonsense attitude and for sticking to established procedures. He questioned the new technology's feasibility. He cited past initiatives that disrupted production and raised costs. His concerns were not unfounded. Past attempts to modernise some operations caused short-term setbacks. These experiences had made him wary of radical changes.

After the meeting, you got more feedback. It said several department heads were also concerned. The heads of Production, Quality Control, and IT each oversee key parts of manufacturing. They worried the new strategy might conflict with their protocols. The Production Manager feared that advanced analytics could cause data overload. It might lead to misinterpretation and disrupt the finely tuned workflow. Meanwhile, the Quality Control head was worried about compliance. The IT director was anxious about integrating modern systems with old ones.

Your answer should include:

- How you would address the client's concerns.
- How you would build trust and show understanding with the client.
- How you would get the management team to sign off on your proposal.

Question 1 Answer

1. What is the problem?

Fortune Motors is resistant to our proposal for integrating advanced digital manufacturing due to past experiences with modernization efforts that disrupted production and increased costs. Mr. Lawson and several department heads—Production, Quality Control, and IT—are particularly concerned that the new strategy might conflict with their established protocols, cause data overload, disrupt workflows, and complicate compliance and system integration.

2. What is the result I need to achieve?

I must gain the trust and approval of both Mr. Lawson and the concerned department heads. This means not only addressing their immediate fears but also reassuring them that the proposed changes will be implemented gradually, with robust risk mitigation measures in place. Ultimately, I need to secure their buy-in for a phased approach that enhances efficiency and reduces long-term costs without jeopardizing current operations.

3. Who are the parties involved?

The primary parties are Mr. Henry Lawson, the key decision-maker; the department heads from Production, Quality Control, and IT; and our advisory team responsible for proposing and implementing the strategy.

4. What is best for the client?

The best outcome for Fortune Motors is a carefully managed transition to advanced digital manufacturing that preserves their high standards of quality and precision. This approach should boost operational efficiency, lower long-term costs, and enhance their competitive edge in the automotive parts manufacturing sector—all while maintaining the reliability of established processes.

5. Do I have all the information I need?

I have received initial feedback from the meeting and detailed concerns from key departments. However, to refine our solution, I need further insights into specific past

challenges, detailed workflow processes, and any particular requirements or constraints that each department faces during digital integration.

6. How can I deliver maximum value?

To deliver maximum value, I will engage in active, empathetic listening with all stakeholders, ensuring that their past challenges are acknowledged. I will propose a phased pilot approach that includes clearly defined milestones and risk mitigation measures tailored to each department's concerns. Regular progress updates, transparent communication, and built-in feedback loops will reassure them that the transformation will be gradual and manageable. By aligning the new strategy with their current protocols and focusing on incremental improvements, I will foster trust, reduce resistance, and pave the way for a successful, long-term partnership with Fortune Motors.

Now turn that into a complete answer.

- What's the problem and who is involved?
- What do I need to do?
- How can I deliver maximum value?

Fortune Motors has been a leader in auto parts for years. They are known for precise engineering and strict quality control. However, they are worried about adding advanced digital manufacturing to their current production methods. Previous modernization efforts led to production disruptions and cost overruns. This has made key decision-makers, including Mr. Henry Lawson and some department heads, wary of making quick or drastic changes. They worry about workflow disruptions, data overload from advanced analytics, and trouble integrating new systems with old technology.

For Fortune Motors, the ideal outcome is a change that boosts efficiency and lowers long-term costs. This should happen while ensuring the quality and reliability of their current processes.

I will take a clear, step-by-step approach that fits their current operations. I will start by gathering feedback on past modernization challenges. This will help shape a tailored strategy that reduces risks. I want to show real improvements through a pilot program with clear milestones. This way, we can test it on a small scale before rolling it out completely. Regular updates, careful testing, and clear communication will address concerns in each department. This tackles problems with production flow, quality control, and IT system integration. This careful, data-driven approach lowers risks and builds trust in new technology. It also boosts the client's advantage in smart automotive technology.

Question 2

As part of an internal audit team, you must present a detailed financial analysis of a multinational corporation. The report covers several years of complex data, intricate regulations, and key financial metrics that affect strategic decisions. Your audience includes senior management, board members, and department heads from various areas, many of whom are not financial experts. The presentation is set for a quarterly review meeting with over a hundred people in attendance.

In addition, you know that previous presentations on similar topics have left some stakeholders confused, leading to follow-up meetings and delays in decision-making. With this in mind, you want to ensure that your report not only delivers accurate data but also tells a clear story that highlights the implications of the analysis for the business. Your challenge is to make the technical details accessible while maintaining credibility and precision.

As in the year previously, there was mass confusion and a string of follow up emails, meetings and questions from individual departments who struggled to understand the presentation from another member of staff.

Your answer should include:

1. How you would simplify your report and presentation style.
2. Techniques you would use to explain complex data in simple terms.
3. Why clear communication is key for everyone to understand the information.

Question 2 Answer

1. **What is the problem?**

The detailed financial analysis includes complex data and technical language that may confuse non-expert stakeholders during the upcoming quarterly review.

2. **What is the result I need to achieve?**

I need to present the analysis in a clear, concise, and engaging manner so that both technical and non-technical audiences understand the key insights and implications.

3. **Who are the parties involved?**

The audience includes senior management, board members, department heads, and other stakeholders from various backgrounds, as well as my audit team.

4. **What is best for the client?**

The client benefits when all decision-makers fully understand the financial analysis, leading to informed decisions that support the company's strategic direction.

5. **Do I have all the information I need?**

I must review the report to identify complex sections and gather feedback on previous presentations to understand which areas require simplification.

6. **How can I deliver maximum value?**

I can deliver maximum value by simplifying technical jargon, using visuals (charts, graphs, analogies), and practicing a clear, structured presentation that highlights the practical implications of the data.

Now turn that into a complete answer.

- What's the problem and who is involved?
- What do I need to do?
- How can I deliver maximum value?

The challenge is to make a complex financial analysis easy to understand for everyone. This audience includes technical experts, senior managers, and board members without specialisation.

The best approach for the client is a clear, well-organised presentation. It should clear up confusion and aid in making informed choices. By cutting out unnecessary jargon and focusing on key insights, the presentation can empower stakeholders. They need to grasp the key trends and what the data means for strategy. This understanding shows how the findings lead to business opportunities or needed changes.

I will redesign the presentation to give more value. I'll use simple visuals like charts, infographics, and bullet points. These will turn complex information into simple, easy-to-understand pieces. I will use stories and analogies to link financial ideas to everyday business problems. This will make them more relatable. I will invite questions and make this session interactive. This encourages dialogue and helps confirm understanding. Before the presentation, I will ask a small test audience for feedback to improve the delivery. I make sure the audience gets a clear and actionable view of the data. This will help them make smart choices that lead to success. It also shows our dedication to clear and precise communication.

Question 3

You have been working hard on a high-profile client project for weeks. An important mid-project deadline is coming up fast. The pressure is rising, and the whole team is focused on keeping all deliverables on track. One late evening, you're finishing your work for the morning review. Then, your colleague Alex Carter approaches you with an urgent concern.

Alex is responsible for a crucial part of the project: verifying financial data. Earlier that day, they contacted the client to clarify details about a specific transaction. But the client's representative, Sarah Patel, got defensive and didn't want to share information. Alex worries the client might be hiding key details. This could affect how accurate their team's analysis is. This project is important and has a tight timeline. So, missing or wrong information could cause serious problems.

To make things more complicated, Alex will go on holiday for two weeks, starting tomorrow. They can't keep working on this issue, so they need to pass it to you before they go. You now need to handle the situation. Keep the project on track and manage the client relationship carefully.

Your answer should include:

1. How would you respond to Alex to ensure a smooth transition of work?
2. What would your key priorities be?
3. How would you tactfully follow up with the client?

Question 3 Answer

1. What is the problem?

The project is nearing a crucial deadline, and a key financial verification issue has come up. Alex Carter, who checks financial data, faces pushback from the client's rep, Sarah Patel. She is hesitant to share transaction details. This creates worries about missing or inaccurate information, which could harm the project's integrity. Also, Alex is going on holiday starting tomorrow.

2. What is the result I need to achieve?

I need to get the missing financial details from the client. I want to keep trust and professionalism in our relationship. The project must stay on schedule. This way, the financial analysis stays accurate and complete. I also need to ensure a smooth handover of work from Alex. I must fully understand the issue to follow up effectively. This will help avoid delays or miscommunication.

3. Who are the parties involved?

- **Me** – Responsible for addressing the issue, ensuring accurate financial data, and keeping the project on track.
- **Alex Carter** – The colleague handing over the issue; they need to provide all relevant background information before leaving.
- **Sarah Patel** – The client representative who was reluctant to share transaction details.
- **Project Manager** – May need to be informed if escalation is necessary.
- **Other Team Members** – Could provide insights or have experience handling similar client interactions.

4. What is best for the client?

The best outcome for the client is a smooth, professional resolution. This avoids unnecessary escalation. They benefit from a well-managed audit that ensures financial accuracy and minimizes disruption. By handling the situation diplomatically, I can build trust in our working relationship. It shows we are acting in their best interest.

5. Do I have all the information I need?

Not yet. Before Alex leaves, I need a full briefing on their talk with Sarah Patel. This should include specific concerns raised and any past communication. I also need to review all financial documents and transaction details to see what is missing. If needed,

I will check with other team members or the project manager. I want to know if similar issues have happened before and how they were resolved.

6. How can I deliver maximum value?

To provide the best value, I will take a structured approach. First, I will write down all the details from Alex and confirm the specific data needed. Then, I will contact Sarah Patel. If there is still resistance, I will look for other ways to verify the data, like checking other sources. Lastly, I will keep my project manager updated and ensure all follow-ups are documented to avoid delays.

Now turn that into a complete answer.

- What's the problem and who is involved?
- What do I need to do?
- How can I deliver maximum value?

The project is nearing a key deadline, and we've hit a financial verification issue. Alex Carter, who reviews financial data, faced pushback from the client's representative, Sarah Patel. She was hesitant to share transaction details. This raises worries about missing or incorrect information that could affect the project's accuracy. Since Alex is going on holiday tomorrow, I now need to take charge. I must resolve this issue while keeping a strong client relationship. The project manager and other team members may also need to join in if we need to escalate or gain more insights.

I need to get the missing financial details while keeping the project on track. I want a full briefing from Alex before they leave. This should include past communications and specific concerns. Reviewing the relevant financial documents will help clarify the issue. Then, I will follow up with Sarah Patel. I need to address her concerns and explain why the requested details are important. If there's still resistance, I might look into other ways to verify the information. I could also involve my project manager to secure the details without delaying the project.

To provide the best value, I will take a clear approach. First, I will gather all key information from Alex and check for missing data. Then, I will contact Sarah Patel with a diplomatic, solution-focused method, highlighting how the information helps both sides. If challenges arise, I will look for other data sources to verify the transaction. Throughout this process, I will keep my manager updated and document all interactions. This method builds client trust, ensures financial accuracy, and avoids unnecessary delays in the project.

Question 4

You are in charge of a consulting project for Horizon Foods. This large global company aims to increase its sustainable product line. Your team includes specialists from supply chain management, finance, and marketing. They all work together to create a strategy. This strategy makes sure the new product line is profitable and logistically doable.

As the project approaches a key milestone, tensions rise between two key team members: Amira, the Head of Supply Chain, and Mark, the Senior Marketing Strategist. Amira believes that to achieve sustainability goals, Horizon Foods should use local ingredients. This will help cut down on long-haul transportation, which can raise costs. Mark believes that keeping prices competitive is key. He thinks that a cost-effective supply chain should come first, even before sustainability goals. This helps keep customers interested. Their arguments have grown heated in meetings. This has frustrated other team members and caused delays in decision-making.

Adding to the complexity, a senior executive from Horizon Foods wants an early progress update. They want a polished presentation in three days. Amira and Mark disagree, so their recommendations are inconsistent. The team is unsure about taking sides. You know that if you don't act fast, the conflict might hurt the project's credibility and slow down progress.

Your answer should include:

1. How would you facilitate a resolution between Amira and Mark?
2. What steps would you take to prepare a unified response for the executive update?
3. How would you foster a collaborative team culture?

Question 4 Answer

1. What is the problem?

The project has hit a key milestone, but a serious conflict has come up. Amira, the Head of Supply Chain, and Mark, the Senior Marketing Strategist, disagree on sustainability and cost efficiency. This slows decision-making and frustrates the team. A senior executive wants a polished update in three days, but the team's recommendations are inconsistent. This ongoing conflict threatens the project's credibility and may impact the final strategy's feasibility. Without quick intervention, the team may struggle to align their efforts. This could lead to further delays and a negative impression on the client.

2. What is the result I need to achieve?

I need to resolve the conflict between Amira and Mark. Both perspectives must be considered in a balanced and well-supported recommendation. The executive update should be clear, aligned, and show a unified team approach. I also need to improve collaboration within the team to stop future disagreements from escalating. A structured resolution process will help us meet the client's expectations. It will also maintain a strong working dynamic that boosts productivity and trust among team members.

3. Who are the parties involved?

- **Me** – Responsible for facilitating resolution and ensuring alignment before the executive update.
- **Amira (Head of Supply Chain)** – Advocating for sustainability-focused sourcing strategies.
- **Mark (Senior Marketing Strategist)** – Prioritizing cost-effective supply chain solutions to maintain competitive pricing.
- **Other Team Members** – Frustrated by the conflict and unsure how to move forward.
- **Senior Executive from Horizon Foods** – Expecting a well-prepared progress update in three days.

4. What is best for the client?

Horizon Foods aims for a balanced recommendation that merges sustainability and cost-effectiveness while staying competitive. The executive team needs a clear, data-driven update that shows teamwork. Resolving disagreements will boost collaboration, making decision-making easier for the project ahead. Horizon Foods

gains from a consulting team that can manage internal conflicts well and provide insights tailored to their needs.

5. Do I have all the information I need?

Not yet. I need to understand Amira and Mark's concerns by talking to each of them separately. Then, I'll bring them together. I also need to check important data on supply chain costs, sustainable sourcing benefits, and customer buying habits to see any trade-offs. I must clarify the senior executive's priorities for the update. This will help make sure our recommendations meet their expectations. Gathering these insights will lead to a productive conversation and a strong final proposal.

6. How can I deliver maximum value?

To create value, I will first meet Amira and Mark separately. This will help me understand their concerns and gather insights. After that, I will lead a structured discussion to find common ground. We will aim for a compromise that meets both sustainability and cost-efficiency goals.

To prepare for the executive update, I will assign clear roles to team members. This will help make the presentation process smoother. Finally, I will set up a framework for better collaboration. This will ensure that any future disagreements are handled constructively.

This approach will give the client strong recommendations and boost teamwork and project efficiency.

Now turn that into a complete answer.

- What's the problem and who is involved?
- What do I need to do?
- How can I deliver maximum value?

The project has hit an important milestone. However, there is a big conflict between Amira, the Head of Supply Chain, and Mark, the Senior Marketing Strategist. Amira prioritises sustainability, while Mark focuses on cost efficiency. Their disagreement frustrates team members and delays progress. A senior executive expects a polished update in three days. Without resolution, the recommendations will lack consistency. If the conflict isn't resolved soon, the project's credibility could suffer. This may make the client lose confidence in the team's ability to deliver a clear, actionable strategy.

I need to mediate between Amira and Mark to create a balanced recommendation. This will include both sustainability and cost. First, I will meet with each of them to

understand their concerns. Then, I will lead a structured discussion to align their priorities and find common ground. I will also clarify the senior executive's expectations. This will ensure the team is aligned before the presentation. Strengthening teamwork now will resolve this issue and prevent similar conflicts in the future.

To provide the best value, I will create a clear resolution plan. This plan will consider both viewpoints and keep the project on track. I will structure the executive update to show a united recommendation based on strong data. Assigning clear roles in the team will help speed up preparation and prevent delays. Finally, I will introduce a framework for better teamwork. This will ensure we handle disagreements in a productive way. This approach will build the client's trust in our team, boost efficiency, and lead to actionable recommendations for Horizon Foods.

The remaining questions are for you to practice.

Make sure you do them under timed test conditions. Taking extra time for a perfect answer is not that useful.

I advise allowing:

- 3 minutes to read
- 3 minutes to answer

If after a few questions you feel confident in your answers, then cut down your reading and answering time to 2 minutes and 2 minutes.

For the answers we won't break down the answers, but just give the complete answer.

Some important considerations:

- These questions are specifically designed to be HARDER than what you would expect.
- The answers are longer than they need to be (400 words+) this is to give you the best chance of understanding how best to answer these questions.
- Use the answers as a guide not an absolute rule. This means that if your answer deviates from the one we have provided, do not panic. The most important thing is that you become confident in delivering answers in the time provided

If you get stuck don't forget to check the trouble shooting and FAQ section at the end of this document.

Also, to not make this document overly long, I created 15 questions. But if you get through them all and want to practise more. Just send an email to
mike@jobreadyenglish.com

Question 5

You are on a project team for a national healthcare organisation. It's focused on a key engagement during their big digital transformation. Your team has consultants, data analysts, and experts from five regional offices nationwide. The project is going well overall. Your latest team meeting—a virtual roundtable on hospital data security and digitising patient records—didn't go as planned.

In the meeting, you saw that some participants, especially from smaller offices or tech backgrounds, were reluctant to speak up. Meanwhile, others took over the discussion. Many team members have not worked together before. This means they don't know each other's skills well, making discussions less productive. Missing insights from each office may create gaps in your final recommendations to the client. This is because each office follows different healthcare rules.

You manage the logistics of these meetings. You also keep stakeholders updated on progress. Plus, you ensure each project phase runs smoothly. If the team doesn't improve communication and collaboration, they could miss out on valuable insights. As a result, the final recommendations may not fully meet the client's needs. Make sure everyone's voice is heard. Use expertise well and strengthen teamwork for the project's success.

You answer should cover the following:

1. How might you improve how the team works together on future calls?
2. What ideas could you put forward to support information sharing between colleagues and teams?
3. Why do you think it's important to do something?

Question 5 Answer

During the recent virtual roundtable on hospital data security and digitising patient records, many team members hesitated to speak. This was especially true for those from smaller offices and tech backgrounds. Others led the discussion. Since most team members haven't worked together before, they aren't using their skills fully. This may create gaps in the final recommendations. The consulting team, data analysts, subject matter experts, team leads, and client stakeholders all depend on these insights.Poor communication can hurt the project's quality. It may lead to a final strategy that fails to meet the client's diverse healthcare regulations and needs.

I need to ensure all team members participate so our recommendations reflect different views. To do this, I will find out why some people hold back and if we lack any expertise. I will collect feedback from past meetings and chat with team leads. I'll also review recordings to find communication gaps. I need to clarify regional differences and the challenges smaller offices face. This will enhance our collaboration strategy and ensure we include all key insights in our final recommendations.

To maximise value, I will establish clear meeting protocols. This will include round-robin discussions and breakout sessions. These will help ensure balanced participation. We will also use collaborative platforms for better information sharing. Sending the agenda ahead of time will prepare everyone. I will foster an inclusive environment by engaging quieter team members. Additionally, I will provide follow-ups to keep us aligned.

Question 6

You have spent the past week at SwiftHaul Solutions, a mid-sized logistics company. You helped with an internal audit that aims to improve their supply chain operations. Your main job is about financial controls and efficiency. Your manager wants you to find other ways ABC can add value, besides the current project.

While you were on-site, you noticed the company invests a lot of time and resources in training new warehouse staff. This training focuses on how to handle equipment, follow safety procedures, and improve efficiency techniques. Right now, employees must travel to specific training centres. This causes downtime, high costs, and logistical issues. You recently attended a presentation from ABC's Emerging Technology team. They shared how other industries use virtual and augmented reality (VR/AR) for immersive, hands-on training. You think that using VR-based training can help SwiftHaul onboard employees more quickly. It could also cut travel costs and reduce operational disruptions.

However, this is outside the direct scope of your current work, and you are not a VR expert. You're also unsure if SwiftHaul's leaders would welcome this kind of innovation or if they've thought about similar solutions before. You should decide if this idea has real potential. Also, think about how to present it well without going beyond your role.

Your answer should include:

1. What would you need to find out in order to put your idea to the client?
2. How would you go about finding out the relevant information?
3. Why is it important to act in this situation?

Question 6 Answer

SwiftHaul Solutions spends a lot of time and money on training warehouse staff. This means employees must travel to training centres. This leads to high costs, operational disruptions, and downtime. A recent talk by ABC's Emerging Technology Team showed that VR training can make onboarding easier and boost efficiency. However, this is outside my audit scope, and I am not a VR expert. The key stakeholders are SwiftHaul's leaders, warehouse operations, HR teams, and ABC's Emerging Technology Team. I need to determine if this solution is viable and how to introduce it without overstepping my role.

I need to check if VR training meets SwiftHaul's needs and offers clear benefits. This involves gathering data on current training costs, logistics, and employee feedback. I will also consult ABC's Emerging Technology Team for case studies and industry benchmarks. Knowing if SwiftHaul has looked into digital training solutions will guide a solid recommendation. I want to share a solid idea that helps SwiftHaul's leaders assess the opportunity. This will also show ABC's wider value.

To provide maximum value, I will first collect relevant data on SwiftHaul's training model and costs. I will get insights from ABC's Emerging Technology Team. I want to learn how VR-based training has worked in similar industries. Once I have enough evidence, I will prepare a clear, data-driven briefing for my manager. This will suggest the best way to present the idea to SwiftHaul's leadership. I can provide valuable insights beyond the original audit scope by making sure the recommendation is well-researched and aligns with SwiftHaul's business goals.

Question 7

You are in a team of six consultants on an important strategy project for NovaConnect, a national telecom provider. The client is changing a lot. They are moving from traditional cable to a full digital streaming and broadband model. As the project wraps up, your team needs to create a detailed report. This report should include main recommendations on pricing models, ways to attract customers, and how to position against competitors.

With just a week left before the final presentation to the client's executive board, tensions are rising within your team. Some team members feel overwhelmed by the workload. Also, there is tension between two senior consultants, Priya and Daniel. They have different opinions on the pricing strategy part of the report. Sam, a junior analyst, has been working long hours. He is hesitant to speak up in meetings, even though he handles key data analysis. You can feel morale slipping. You're worried that if these issues aren't fixed soon, the quality of the final deliverable could decline.

Rachel Tan, the client's Chief Strategy Officer, has asked for an early summary of findings before the formal presentation. She didn't plan for this, but now she wants to review the early insights. She expects a polished, well-structured document in the next 48 hours. You need to balance team dynamics, client expectations, and tight deadlines. Find ways to keep your team motivated, aligned, and productive.

Your answer should include:

1. How would you manage and resolve conflicts within your team?
2. What steps would you take to support your junior team members?
3. How would you handle the unexpected client request?

Question 7 Answer

The project is almost done, but tensions are high. Priya and Daniel disagree on the pricing strategy, so it's slowing progress. Sam, a junior analyst, is hesitant to contribute, despite being responsible for key data. The team is feeling overwhelmed, and morale is at an all-time low. Rachel Tan, NovaConnect's Chief Strategy Officer, has asked for a summary of our findings in 48 hours. If we don't address these issues, the final deliverable may lack quality. The team risks giving inconsistent recommendations, which could harm the client's trust in us.

I need to resolve the conflict between Priya and Daniel. This will help align the pricing strategy and ensure smooth collaboration. I'll also encourage Sam to join in by giving him a clear role in data validation. To meet Rachel Tan's request, I must clarify her expectations. I'll also delegate tasks well so the team can deliver a professional early summary. I can keep the team motivated and ensure high quality in the summary and final report. I do this by fairly sharing workloads and maintaining clear communication.

I will mediate between Priya and Daniel. This will ensure their views are balanced in the final recommendations. I will also support Sam by including his ideas in discussions. He will play a key role in preparing the early summary. To meet Rachel Tan's deadline, I will divide tasks carefully. This way, the team can focus on high-impact insights. Regular check-ins will help keep everyone on the same page. By promoting teamwork, managing time well, and maintaining quality, I will ensure the client gets a clear and unified strategy. The team will stay engaged and productive.

Question 8

You are currently assisting Beacon Apparel, a fashion retailer, with a financial performance review. Your team is analyzing revenue trends and cost management strategies to optimize profitability. While your focus is financial controls, your manager has suggested looking for other ways your company could support the client beyond the current engagement.

During your analysis, you notice that customer retention rates have been steadily declining despite steady growth in first-time buyers. You suspect that Beacon Apparel's customer loyalty program is outdated, offering only generic discounts rather than personalized engagement strategies. You recently attended a discussion with your firm's Customer Insights Team, where they shared case studies on how predictive analytics and AI-driven loyalty programs are improving customer retention across various industries.

While this is outside your primary role, you see potential for Beacon Apparel to modernize its approach and boost long-term customer engagement. However, you are unsure whether the client has already explored this possibility, and you do not have expertise in customer analytics. You must determine whether this idea has merit and how to present it professionally.

Your answer should include:

1. What research you need to do to assess whether this is a relevant recommendation.
2. How you would approach gathering supporting evidence and stakeholder input.
3. Why proactive thinking and cross-functional insights are valuable in client relationships.

Question 8 Answer

Beacon Apparel's customer retention rates are falling, even with more first-time buyers. Their loyalty program offers generic discounts instead of personal engagement. This might not help keep customers. My firm's Customer Insights Team shows that AI-driven loyalty programs can improve retention in other industries. This topic isn't part of my current financial focus. I also lack expertise in customer analytics. Key stakeholders are Beacon Apparel's leadership, marketing, and customer engagement teams. My manager and the Customer Insights Team are also involved. They can share helpful case studies and benchmarks.

I need to find out if predictive analytics and AI-driven loyalty programs can add value for Beacon Apparel. This means researching industry benchmarks and looking at customer retention trends. I will also consult the Customer Insights Team for case studies. I also need to see if the client has tried similar solutions. I will gather feedback from their marketing team. If the idea looks good, I will create a professional proposal. This proposal will use data to show potential benefits and ensure it aligns with the client's goals and market.position.

To maximise value, I will analyse Beacon Apparel's customer retention data and compare it to industry standards. I will also work with the Customer Insights Team to gather case studies. Then, I will assess best practices for AI-driven loyalty programmes. Once I have supporting evidence, I will prepare a concise proposal for my manager. This will recommend how to introduce the idea to the client. If the client is interested, I will suggest bringing in the right experts for further talks.

Question 9

You are part of a team at BrightView Consulting. You are working on two important client projects with major deliverables due by the end of the week.

Summit Enterprises, a top investment firm, needs a detailed financial analysis. GreenTech Solutions, a sustainability-focused startup, requires a market expansion strategy report. Both clients want high-quality reports and expect them on time. Neither deadline can be changed.

Your direct manager has assigned you an urgent internal report for an executive meeting. You need to finish this within the same timeframe. At the same time, your inbox is filling up with last-minute questions from junior team members. They need your guidance. Also, key colleagues who were helping with the projects are unavailable due to other priorities.

If you don't prioritize well, you may produce poor work, miss deadlines, or overlook client needs. To manage important projects, you need to make smart choices, set clear priorities, and communicate well.

With just a few days remaining, you must make an action plan. Focus on balancing deadlines, delegating tasks well, and keeping clients and stakeholders updated.

Your answer should include:

1. How you would determine which tasks to prioritize.
2. What strategies you would use to manage multiple deadlines effectively.
3. How you would communicate with stakeholders to manage expectations.

Question 9 Answer

I'm taking care of several important tasks including:

- A financial analysis for Summit Enterprises
- A market expansion report for GreenTech Solutions
- An urgent internal report for leadership

Some key colleagues are unavailable. Junior team members need guidance. If I don't prioritise and delegate well, I might miss deadlines or deliver poor work. The parties involved are clients, executive leadership, my manager, and my team. It's vital to balance expectations and maintain high quality.

I need to prioritise tasks by urgency and impact. Client deliverables are the top priority, but I also have to complete the internal report quickly. I will delegate clear tasks to junior team members.This will keep progress steady and let me focus on key areas. I will talk to stakeholders. This will help manage expectations and avoid surprises. Regular check-ins will track progress and keep us aligned. If needed, I'll seek more resources or adjust workflows to stay efficient.

I will improve work by spotting overlaps in reports and using existing research. Clear instructions for junior team members make delegation easier and reduce bottlenecks. Regular updates for clients build trust and show proactive management. To keep communication clear, set clear priorities. Then, follow a disciplined approach. This will help make sure all deliverables are of high quality. This also keeps stakeholders informed and satisfied.

Question 10

You work as a financial analyst at Horizon Capital. Your main task is to prepare an investment risk assessment report for a large institutional client. You must deliver the report in five days. However, several constraints make it hard to meet this deadline.

- **Key data is missing.** A third-party financial database your team uses is having technical issues. This is delaying access to important market risk insights.
- **A team member is out sick.** The colleague who handles risk modeling is unavailable. This leaves you with extra work and less experience in that area.
- **No deadline extensions.** Senior leaders have made it clear that the client wants the report by the deadline we agreed on. There can be no delays.

The client counts on this risk assessment for a key investment decision. A poorly done report could harm your firm's reputation. You need to prioritise your tasks, seek alternative data sources, and talk with key stakeholders. This will help you manage expectations while keeping accuracy.

Your skill to think ahead, adjust when needed, and deliver good results even with limits will be key to meeting the deadline.

Your answer should include:

1. How would you prioritize work to ensure the most critical elements are completed first?
2. What steps would you take to gather missing information or work around data gaps?
3. How would you manage stakeholder expectations while maintaining quality?

Question 10 Answer

The investment risk assessment report is due in five days. However, key data is missing because of issues with the third-party database. Also, the risk modeling expert is out sick. This increases my workload in an area where I have less experience. Senior leadership has set a firm deadline. The client relies on this report for a big investment decision. The key players are the client, senior leadership, internal teams, and external data providers. Quick problem-solving and prioritising are essential. Without them, there's a risk of an incomplete or inaccurate report. This could harm the firm's credibility.

I will focus on the critical risk factors first. This way, I can develop the most essential insights while waiting for the missing data. I will reach out to the third-party data provider for updates. I will also look into other sources, like our internal research teams and historical trends. Since my risk modeling colleague is unavailable, I will see how much I can manage. I will ask for help if needed. Clear communication with leaders and clients helps set expectations. This keeps the report on track for timely completion.

To make a great report, I will start with key insights. Then, I'll fill in any data gaps using trusted sources. I will check my risk modeling by having internal peer reviews to ensure accuracy. Regular updates to senior leaders and the client help build trust and manage expectations. If needed, I will document any assumptions or changes due to missing data. I will stay flexible and focus on what matters. This way, I'll deliver a strong, data-driven report on time.

Question 11

You are a Project Lead at Synergy Solutions. You manage a cross-functional team working on a new product launch for a big consumer goods company. Good teamwork among marketing, sales, and product development is key for success. Tensions have risen between Jessica, the Marketing Director, and Tom, the Head of Product Development. This conflict is causing major roadblocks.

Jessica is pushing for a bold advertising campaign. She wants to create buzz and drive pre-orders. She believes heavy promotion will help build a strong customer base. This is crucial before competitors introduce similar products.

Tom, however, disagrees. He thinks the product still needs improvements based on beta testing feedback. Rushing into a big marketing push before final tweaks could cause problems.

Their debates have grown intense in meetings. This has frustrated the rest of the team and stalled decision-making. It has also led to confusion about project priorities.

The client's executive leadership has scheduled a progress review in three days. They expect a unified recommendation on the launch strategy. If the conflict isn't resolved, your team may present inconsistent messaging. This could harm credibility and lead to delays.

You need to mediate the conflict. Find a way to align both views. Also, ensure the team works together to create a strong proposal that meets the client's needs.

Your answer should include:

1. How you would mediate the conflict and find common ground.
2. What steps you would take to ensure collaboration and productivity.
3. How you would prevent similar disagreements from delaying future projects.

Question 11 Answer

Jessica, the Marketing Director, and Tom, the Head of Product Development, disagree on the launch strategy. Jessica wants a bold marketing push. Tom insists the product needs final improvements. Their conflict has stalled decision-making and frustrated the team.It has also created confusion about priorities. The client's executive leadership expects a unified strategy in three days. Other stakeholders, like sales and operations, need clarity on launch timing. Without alignment, we risk an inconsistent strategy. This could hurt our credibility and delay the launch. My role is to mediate conflicts, align priorities, and ensure we deliver a strong, cohesive proposal.

I will meet with Jessica and Tom to understand their key concerns. Then, I will lead a structured discussion on shared goals. A phased launch lets marketing start while we enhance the product. I will gather feedback from beta testers and sales to fix any issues. Clear communication with the team will help us align and improve productivity. Our final recommendation to leadership must be united. It should balance marketing needs with product readiness.

I will combine both views into a data-driven launch plan. This will help us engage the market early while refining the product. Regular updates will keep the team aligned. I will also set up conflict resolution guidelines to avoid delays in future projects. To maintain credibility, I will ensure the final proposal to the client is clear and well-supported. It will show a balance between business impact and product quality. This approach will keep the launch on track and boost team collaboration.

Question 12

As a Consultant at Innovate Advisory, you lead a team developing a client proposal. Your goal is to secure a major partnership with a global corporation. Your team has worked hard for weeks. You have put together financial projections, market analysis, and risk assessments into a solid proposal.

David, one of your team members, is in charge of drafting the financial projections section. As you review his work, you notice some calculation errors and inconsistencies. These issues could harm the proposal's credibility. The financials are crucial to the document. Any misrepresentation may worry the client and put the deal at risk.

David is a very experienced consultant, but he can be defensive about his work. You know that if you give feedback too harshly, he might disengage or resist making needed changes. At the same time, you want to keep team morale high and ensure the best version of the proposal gets submitted.

Your manager recently gave feedback on your report-writing skills. They noted that your analyses are strong, but your explanations need to be clearer. This feedback has made you feel unsure about how to improve.

David needs to refine his financial projections. He should do this without feeling demotivated. Also, he must include your manager's feedback to boost your writing skills. The final proposal is due in three days, so there isn't much time to waste.

Your answer should include:

- How you would provide David with constructive feedback while maintaining a positive working relationship.
- How you would incorporate feedback from your manager into your own work.
- Why the ability to give and receive feedback is critical to team success

Question 12 Answer

David's financial projections have calculation errors and inconsistencies. These issues could harm the proposal's credibility. He is experienced but may react defensively to feedback. This could lead to disengagement. Also, my manager has given feedback on my writing clarity. I need to work on improving my explanations. The proposal is due in three days, so there is little time for revisions. The key parties are David, my manager, the client needing a high-quality proposal, and the senior leadership team at Innovate Advisory. They count on this partnership for business growth. So, accuracy and collaboration are crucial for success.

I will give David helpful feedback that promotes teamwork. I will focus on our common goals and suggest clear ways to improve. I will check the financial corrections with trusted data. Then, I will make sure they match what the client expects. I will improve my writing by using my manager's feedback. I will focus on making my explanations clearer. I will also review past successful proposals for reference. Regular check-ins will keep the team aligned. This way, we can meet the deadline with a polished, strong, and compelling proposal.

I will balance accuracy, clarity, and teamwork to produce a high-quality proposal. I will boost the document's credibility by making sure the financials are accurate and clear. I will improve my writing to make it clearer and more convincing. This will help the proposal stand out. Keeping a good relationship with David will keep him engaged and motivated. Staying in touch with the team will help prevent last-minute surprises. This approach helps us submit a proposal that builds client trust and increases our chances of getting the partnership.

Question 13

You are a Business Consultant at Visionary Solutions, working with Evergreen Health, a large national healthcare provider, on a cost reduction initiative. Your firm was brought in to identify ways for Evergreen Health to reduce operational expenses without negatively impacting patient care.

During initial meetings, the Chief Financial Officer (CFO), Lisa Tran, keeps emphasizing the need for cost cuts but remains vague about which areas should be prioritized. She stresses that the hospital network is under financial pressure but has not provided clear direction on whether the focus should be on staffing efficiency, procurement, IT systems, or patient service costs.

Meanwhile, department heads from medical services, IT, and procurement each have different opinions about where cost-saving measures should be implemented. The Head of Medical Services is concerned about staff layoffs, the IT Director believes technology investments can streamline processes, and the Procurement Manager is pushing for supplier renegotiations. These conflicting perspectives create uncertainty about how to structure your recommendations.

You realize that without clarifying the client's true priorities and pain points, your recommendations may be misaligned with their strategic goals. You need to ensure that you ask the right questions, extract meaningful insights from stakeholders, and propose a well-structured solution that balances cost savings with long-term efficiency.

Your answer should include:

- How you would identify the client's true priorities and challenges.
- What techniques you would use to ensure all stakeholders' concerns are addressed.
- How you would develop solutions that align with the client's goals.

Question 13 Answer

Evergreen Health needs to reduce costs while keeping patient care strong. However, it's not clear what the main priorities are. CFO Lisa Tran wants cost cuts, yet she hasn't identified specific areas to target. Department heads disagree. Medical services are concerned about staff cuts. IT wants more investment in technology. Procurement suggests renegotiating with suppliers. The main stakeholders are hospital leaders, department heads, and patients and staff impacted by cost-saving measures.

I will talk to the CFO to clarify financial priorities. I will talk to department heads to understand their challenges. A careful look at our finances and operations will show us ways to save costs. I will look at our practices and compare them to industry standards. This will help us find good ways to cut costs. Structured talks will bring stakeholders together and lower resistance. I want to create a balanced solution that improves efficiency and safeguards patient care. The final recommendations must be clear, based on data, and match Evergreen Health's financial and operational goals.

I will lead team discussions to align our priorities and tackle key concerns. We will use a phased approach to cut costs. This includes optimising procurement, improving processes, and making targeted investments. This will lead to ongoing savings and maintain the smooth operation of healthcare services.. I will present a clear plan that includes input from stakeholders and a financial analysis. This way, the recommendations will be practical and easy to implement. This strategy will make Evergreen Health financially stable and ensure quality patient care. It will also ensure long-term success for the organisation and its stakeholders.

Question 14

You are a Communications Manager at Zenith Financial Services, a firm specializing in wealth management and investment advisory. One morning, you wake up to news that a data security breach has exposed sensitive client information, including account balances and investment details. Major media outlets have already reported the issue, and clients are flooding the company's support lines with concerns about identity theft and financial fraud.

The company's leadership is scrambling to respond, and you've been asked to develop a crisis communication strategy immediately. Your CEO, board members, and legal advisors are holding emergency meetings, but they have not yet finalized an official response. Meanwhile, the public and the press are demanding answers, and the company's reputation is on the line.

You must coordinate between IT, legal, customer service, and PR teams to ensure that all public statements are accurate, transparent, and aligned with regulatory requirements. Additionally, key clients—including high-net-worth investors and institutional partners—expect personalized reassurance to maintain trust.

With growing public pressure and potential regulatory scrutiny, you must act quickly and strategically to contain the crisis, restore confidence, and prevent lasting reputational damage.

Your answer should include:

- What immediate steps you would take to address the breach and reassure stakeholders.
- How you would ensure clear, transparent communication while working with internal teams.
- What long-term actions you would take to rebuild trust and prevent future crises.

Question 14 Answer

You are working in communications at Zenith Financial Services. The firm focuses on wealth management and investment advisory. One morning, you discover a data security breach. This breach revealed sensitive client information, like account balances and investment details. Major media outlets reported on the issue. Now, clients are calling the company's support lines. They are worried about identity theft and financial fraud.

The company's leaders are in a hurry. You need to create a crisis communication strategy fast. Your CEO, board members, and legal advisors are holding urgent meetings. They haven't agreed on an official response yet. Meanwhile, the public and the press want answers. The company's reputation is at stake.

You need to work with IT, legal, customer service, and PR teams. This way, all public statements will be accurate, clear, and meet regulations.

You need to act fast and smart due to rising public pressure and possible regulations. This will help contain the crisis, rebuild trust, and avoid long-term damage to your reputation.

Your answer should include:

- What immediate steps you would take to address the breach and reassure stakeholders.
- How you would ensure clear, transparent communication while working with internal teams.
- What long-term actions you would take to rebuild trust and prevent future crises.

Question 15

You are a Risk Analyst at Summit Enterprises. This multinational corporation plans to enter three new international markets in the next 12 months. Your job is to spot potential risks early. You must give leadership a clear view of the financial, operational, and regulatory challenges that may impact the expansion strategy.

After your research, you find some red flags that leadership hasn't fully thought about:

- New tax rules in one target country might cut profit margins. This could make expansion harder.
- The company's main suppliers in another region often have late shipments and compliance issues. This could disrupt operations.
- A key country for expansion is facing political instability. This raises the risk of sudden regulatory changes that could stop operations after launch.

Your VP of International Strategy wants to move forward with expansion plans. However, they worry about potential delays. Ignoring these risks now could result in significant financial losses and harm the company's reputation in the long run.

You need to share your findings to persuade leadership to act. Do this without seeming too cautious or against growth. Also, suggest ways to manage risks. This will help the expansion proceed while lowering the chance of setbacks.

Your answer should include:

- How you would present risks in a way that encourages proactive decision-making.
- What risk mitigation strategies you would propose to leadership.
- How you would balance caution with business growth objectives.

Question 15 Answer

Summit Enterprises wants to grow in three global markets. My research shows some risks. These include tax rules that could cut profits, unreliable suppliers that might disrupt operations, and political instability that could change regulations. Leadership, especially the VP of International Strategy, wants to move forward but worries about delays. Key stakeholders are the finance, compliance, supply chain, and operations teams. All will feel the impact of these risks. If we ignore these issues early on, the company could face money losses, operational troubles, and a damaged reputation in new markets.

I need to present these risks to encourage leadership to act. I want to do this without discouraging expansion. My goal is to give a clear, data-driven risk assessment. I will suggest targeted mitigation strategies. They are made up of tax-efficient structures, various suppliers, and ways to address political risks. I will gather input from finance, compliance, and operations teams. This will support my findings and enhance our solutions. By matching my ideas with the leaders' goals, I can build their trust in a cautious strategy.

I will see risks as manageable challenges, not as roadblocks. This will help leadership see a clear path forward. I will use a risk-reward framework to show plans that balance caution and growth. I'll outline some simple steps. First, look for different suppliers. Then, include compliance checks. This way, I can help the company grow while reducing disruptions. My approach ensures Summit Enterprises expands sustainably. It ensures financial stability and long-term success. This helps leaders stay confident in their growth plan.

Troubleshooting

If you come across questions you get stuck on, here's some steps to trouble shooting your answer.

Step 1: What's the most effective thing you can do?

Effective: Active / Considered / Altruistic
Not Effective: Passive / Negative / Irrelevant / Selfish / Hasty

Being effective means being active (doing something) or just observing or passing the buck.

You demonstrate an element of being thoughtful, rather than rushing to do things which are negative or just plain irrelevant.

Finally you are altruistic (which means you put the needs of others over your own) , going above and beyond to help a colleague, a manager or a client.

Step 2: Don't tell. Teach.

This is a mechanism I used for highly technical candidates during interviews.

Sometimes people can really struggle to "tell" someone else what they would do.

But, when I ask them to "teach" someone, their whole mindset changes.

They make their answer as clear and simple as possible. This works even better if you imagine someone that you love, who doesn't really understand what you do.

Step 3: What do you know vs what don't you know?

Often people will get stuck on what they don't know, and more specifically how they should react.

So, they freeze.

Here's a different way to think about it.

If you don't know.

Ask for help or delegate.

Turn to a manager or colleague for help.

Speak to someone about whether you can delegate this task.

Doing this allows you to be proactive, while not ignoring the things that aren't getting done

Step 4: Tips, Ideas to Think about and How to Improve

Should all else fail, run your answer through these different ways of thinking about the problem

- Active Responses > Passive Responses
- Conservative Responses > Risky Responses
- Positive Responses > Negative Responses
- Effectiveness > Logic
- Think about how every response would affect the main problem in the simplest way possible. Reduce and simplify when confused
- Think about how each response affects everyone involved
- Hierarchy of Obligation

Most Important: Organisation > Client > Manager > You : Least Important

- How should you act in an ideal world?

1 page cheat sheet

6 step framework to think about answering any scenario based question:

1. What is the problem?
2. What is the result I need to achieve?
3. Who are the parties involved?
4. What is best for the client?
5. Do I have all the information I need?
6. How can I deliver maximum value

We can then translate this to a rough structure of:

- What's the problem and who is involved?
- What do I need to do?
- How can I deliver maximum value?

Frequently Asked Questions (FAQs)

1. What is a scenario-based video interview question?

A scenario-based video interview question presents a work-related situation and asks you to provide a video-recorded response outlining how you would handle it. These questions are designed to assess problem-solving, decision-making, communication, and strategic thinking skills. Unlike traditional situational judgment tests (SJT), you do not get multiple-choice answers—you must think of a response on the spot, usually within a time limit (e.g., 3 minutes).

2. Why do companies use scenario-based video interview questions?

Many companies, including PwC and Deloitte, use these questions to evaluate a candidate's ability to handle workplace challenges. Employers assess how well candidates analyze problems, communicate solutions, and align their approach with business objectives. This interview format allows recruiters to see candidates' thought processes and interpersonal skills in action.

3. What is the best way to structure my response?

Use the **6-step framework** outlined in the guide:

- **What is the problem?** – Identify the core issue.
- **What is the result I need to achieve?** – Define the goal.
- **Who are the parties involved?** – Recognize key stakeholders.
- **What is best for the client?** – Ensure alignment with business needs.
- **Do I have all the information I need?** – Determine if further research is needed.
- **How can I deliver maximum value?** – Provide a solution that is effective and practical.

4. How can I ensure my answer is clear and well-structured?

Once you've outlined your response using the 6-step framework, translate it into the following three-part structure:

- **What's the problem and who is involved?** – Summarize the issue and key people.
- **What do I need to do?** – Describe the steps to resolve the issue.
- **How can I deliver maximum value?** – Explain how your approach benefits the client and company.

5. **How should I practice for scenario-based video interviews?**

Use the questions provided and:

- **Simulate real test conditions**: Answer questions within a 3-minute time frame.
- **Record yourself on video**: Review your body language, tone, and clarity.
- **Use the 6-step framework**: Ensure your responses are structured.
- **Refine your communication**: Speak clearly, avoid jargon, and stay concise.