

Leggett & Platt®

OPERATION OCCUPATION RESOURCE GUIDE

Get prepared for your next step.

TABLE OF CONTENTS

- BOOTS ON THE GROUND 3**
 - What our veteran and military spouses say about life at Leggett & Platt.....3
- MISSION DEBRIEF 4**
 - MARKET RECONNAISSANCE4
 - JOB SHADOWING4
 - HOW TO APPLY TO LEGGETT & PLATT POSITIONS5
 - HOW TO READ JOB DESCRIPTIONS7
- MISSION ESSENTIALS..... 8**
 - BASIC TRAINING8
 - TERMS TRANSLATION 12
 - RESUME CHECKLIST 13
 - ADVICE ON COVER LETTERS..... 14
 - STAGE YOUR LINKEDIN PROFILE 15
- RULES OF ENGAGEMENT 17**
 - CRAFTING YOUR ELEVATOR PITCH 17
 - INTERVIEW POINTERS 18

BOOTS ON THE GROUND

At Leggett & Platt, we are committed to creating products that make life more comfortable. With our focus on innovation, efficiency, and reliability, we've been doing just that for over 138 years.

Since 1883, our goal has been simple – help people lead more comfortable lives. We started by inventing a bedspring that helped people get a better night's sleep. We've since expanded this mission to nearly every part of daily lives: specialty foam, car seats, flooring underlayment, home and work furniture, and even airplanes and hydraulic cylinders. Though you may not see them, you likely encounter our products daily.

There's a world of opportunity waiting for those who apply themselves. We foster individual development, leadership, and growth with resources available to all employees. We think our culture is unique — and you'll never believe how many opportunities await you here. There's no limit to where your career could take you at L&P.

What our veteran and military spouses say about life at Leggett & Platt.



"I'm thankful that I found my path and now get to help other veterans and military spouses find their dream jobs." As a Talent Advisor at L&P, Summer is passionate about making career resources more accessible to the military community.



"I'm very excited to be part of a team that is open to hearing my perspective as a veteran and military spouse," she said. "My advice would be to talk to other people that have gone through it and take advantage of the resources available to you. You're not alone – there are people who want to help you take the next step in your career."

SUMMER STEELMAN, USAF SSgt, Talent Advisor at L&P



"The greatest benefit by far is the ability to retain a career despite moving with my husband's job. I am incredibly thankful that my team has been supportive and flexible throughout my many moves.

I've worked in many different time zones, and my managers have always been accommodating. Quite frankly, L&P has been the most constant thing in our lives during many seasons of change."

ANDREA DOLD, Military Spouse, Audit Project Supervisor at L&P

MISSION DEBRIEF

You've spent the first part of your career serving your country and developing personal and professional skills as a service member that set you apart in the workforce. We hope this Resource Guide will help as you transition into the civilian workforce. We're here to help you learn more about ways you can make your move seamless.

In addition to this Resource Guide, you can also find military transition assistance with your station's TAPS Office or at your branch's resource site:

- [Air Force](#)
- [Army](#)
- [Coast Guard](#)
- [Marine Corps](#)
- [Navy](#)

If you need someone to cover your six in this process, you can connect with a live [Transition Specialist](#) from the USO.

MARKET RECONNAISSANCE

We recommend that you do your research and gather as much information as you can about the market, career path, and each company to which you apply. Monitor job search trends and tactics at [Military One Source](#), [Military.com](#), and [Next Steps for Vets](#).

JOB SHADOWING

If you are interested in finding what career paths are available and what the jobs you're interested in are like, you can [request a job shadow at Leggett & Platt](#). You'll be paired with an expert who will walk you through their day-to-day activities so you can learn about what

opportunities exist and what works best for you. If you are interested in learning more about a day in the life of one of our experts in Accounting, Engineering, Finance, HR, IT, Marketing, or Operations, our job shadow program could be a valuable experience for you!

HOW TO APPLY TO LEGGETT & PLATT POSITIONS

We know applying for any job can be daunting, challenging, and frustrating. We want you to have a better experience than that. Because you are more than a data set, we have real people reviewing resumes and making decisions. We have positions advertised on our career sites for **Leggett & Platt** and our subsidiary, **Elite Comfort Solutions (ECS)**. We've outlined our process below – that way you know what's going on every step of the way.

Complete Your Profile

When you find a position on our careers site, click "Apply now"! The site will ask you to create a profile first. Filling out your profile includes uploading your resume and adding personal information, education, and work history. It benefits you to fill out the profile as completely as possible because our Talent Advisors will have a more accurate representation of you. The final step will be completing the job-specific application. Then you're done!

Receive a Notification

You'll receive an email confirmation when you submit your profile and. And now our work begins. We review every resume, so you can imagine that it takes a bit of time. In the meantime, you can check to see if your application is still under review. Sign in to your account, click "Job Management," and then you'll see a list of your applications and their statuses.

Interviews

If your application is selected to move beyond an initial review, a Talent Advisor will call or email you to schedule an introductory interview, typically over the phone. Phone screens usually take 30-45 minutes.

We select our top candidates for final interviews. While each of our interviews can be slightly different, all are conversational and typically take 1-2 hours, where the point is for us to get to know each other. You'll meet your potential manager and, often, fellow teammates. We focus on learning about your experiences using the [STAR Method](#).

After a final interview, we typically follow up with a reference check, degree verifications (if needed), and possible background and credit checks.

Offer

If you're the one, we'll make you an offer, and we hope you'll say yes! You'll have the chance to review your offer letter and full benefits package to make an informed decision. If you're not the one, don't get discouraged. Our hiring needs are always changing, and we post new positions weekly on our careers site.

HOW TO READ JOB DESCRIPTIONS

HR and our business teams create job descriptions working in tandem to outline the high-level duties of the role. The following guide is your cheat sheet into what the position requires and what you might be doing – we'll show you how to highlight your relevant skills to match the requirements of the role.

<p>JOB TITLE While some titles are similar, others vary greatly between the military and civilian world. Check our Military terms translator to see what jobs might be the best fit for your skills.</p>	
<p>LOCATION Check if the job is local or would require moving. You might find that some roles are open to being in the office somewhere <i>or</i> working from home. Review the description to see if they specify remote work as an option.</p>	<p>If not specified, ask the employer contact if they are open to remote work.</p>
<p>COMPANY OVERVIEW This is the where companies highlight their history, opportunities, and culture. When reading this section / paragraph consider whether or not you could see yourself there. Do their values align with your values?</p>	
<p>JOB OBJECTIVE Usually you learn about the team, role level, and additional context of the position. Do you see those elements as challenging, fulfilling, achievable?</p>	<p>To stand out, highlight your skillset through your resume and interviews.</p>
<p>RESPONSIBILITIES These are the specific tasks you could expect to be doing as a standard of the role. Review these alongside your experience and ability to perform them. Leverage this information to highlight relevant pieces of your experience on your resume.</p>	<p>Learn how to feature this in your resume in the Basic Training section of this toolkit.</p>
<p>BASIC QUALIFICATIONS You should review these business needs and ensure you <i>meet them all</i> before applying to the role. These are minimum requirements and must be in place for a company to hire you or even have an interview conversation.</p>	<p>Review this section carefully to ensure you meet the requirements.</p>
<p>PREFERRED QUALIFICATIONS These are bonus points – they would be great to have for the role, but you can make it in the position without them. Sometimes you'll find these elements weaved into one, compiled "Requirements" section, so keep an eye out for the words "preferred" or "desired" at the end of a requirement</p>	<p>If you don't, you should look at other roles. If you do, use your resume to highlight the skills relevant to the basic and preferred qualifications.</p>
<p>APPLY BUTTON If you meet the basic requirements, believe you are capable of meeting the standards for the role and find the company to be a good cultural fit, click "SUBMIT"!</p>	

MISSION ESSENTIALS

BASIC TRAINING

Your resume is a marketing tool to promote yourself as the best candidate for a job. A strong resume will open communication between you and Leggett & Platt. This is your chance to sell yourself throughout the process and successfully begin your next adventure!

As a Veteran or Military Service Member you:

- Learn fast
- Understand the value of teamwork
- Lead by example
- Respect authority
- Understand cultural diversity
- Perform under pressure

For these reasons and many more, you fit the mold for what we're looking for at Leggett & Platt. As you work to build your resume and LinkedIn profile, weave in these characteristics to highlight your abilities for our Talent Advisors.

The Purpose of a Resume

Your resume provides us with a glimpse into your professional background to see if you're a qualified candidate for the job. It takes a hiring manager seven seconds, on average, to determine if a resume is qualified. Your resume must set you apart from your competition. It should:

- *Briefly* state your knowledge, skills, experience, and achievements related to the position for which you're applying. Highlight what you worked on and use action words to describe your role in that experience (i.e., led, partnered, collaborated, etc.). Position yourself as someone who can add immediate value.
- *Focus on the essential details! Demonstrate your value* and how you contributed to the overall goals of your previous positions.
- *Be engaging* and make the reader want to continue reading your resume. Use active language when describing your responsibilities.
- Be *clear and straightforward*. Don't repeat any information.
- *Quantify your achievements* wherever possible (e.g., team sizes, sales goals, timelines, etc.)

Resume Sections Explained

- **OBJECTIVE TITLE** (Optional): What role are you going after? Place a job title here to give the reader a direction of what you want to do. Refrain from using outdated language, i.e., "Seeking opportunities to utilize my skills..."
- **SUMMARY STATEMENT** (Optional): Use this statement to show your value. Summarize your years of experience, background, and strengths here. You can use bullet points to clearly identify them. It is important to keep the summary brief but impactful.
- **KEY SKILLS:** Next on your resume should be your Key Skills. This shows readers what you are capable of. Tailor your skills to the position you are applying for. **Tip:** *Look at the job description and pull out key skills. If you have them, put them in this section!* It will help move your resume past the applicant tracking system and into the hands of a hiring manager.
- **WORK HISTORY:** For each position in your work history, be sure to include a) the company name, b) the job title, c) the dates of employment, d) responsibilities and e) achievements. Keep this area clear and concise. Draw attention to the most important details of the job and quantify your responsibilities and achievements wherever possible. Being able to show the length of time a project took to complete, how many people you managed, and other examples of your leadership and contributions is essential to keeping a reader engaged and setting you apart from other candidates. Action words are key!
- **EDUCATION:** List any post-secondary education on your resume that you have completed. You can also list relevant professional development, such as certifications, training, and workshops you've attended. **Tip:** *Listing graduation dates is generally only necessary for recent graduates with little work experience.*

Other sections to include, based on your industry, are Technical Skills, Leadership, Patents, and/or Publications.

Resume Standards & Best Practices

DO...

- ☑ Use the electronic resume format provided by [USAJOBS](#).
- ☑ Place your name in bold at the top of the resume.
- ☑ Try to convert any documents you submit to PDF format to make the files smaller and preserve the formatting.
- ☑ List only one phone number and one email address.
- ☑ Include your name and a page number on each page if it extends past one page so that recruiters can keep any loose pages together once printed.
- ☑ Include a summary of your experience at the top of your resume (below your name) to highlight the skills and traits of most interest to the recruiter for this position.
- ☑ Focus on the "requirements," "skills," or "qualifications" sections of a position description to pick out "buzzwords" your application should include or address.
- ☑ Use numbers to highlight your accomplishments and define their effectiveness by time and money when possible.

DON'T...

- ✗ Use the same resume for all jobs to which you apply.
- ✗ Create a resume format that is trendy or stylish but difficult to read.
- ✗ Decrease the size of your margins to make room for more content – these may not print.
- ✗ Include a mission statement, purpose statement, objective, or goal on your resume, as these can be addressed in a cover letter or interview – save your space for experience.
- ✗ Write long paragraphs that recruiters have to wade through to get to your primary skills – use short lists whenever possible.
- ✗ Leave misspellings on your resume. Some recruiters will eliminate candidates for the simplest of reasons.
- ✗ List salary requirements unless the job or listing requires it.
- ✗ Give unnecessary personal information, such as SSN, driver's license numbers, or birth dates.
- ✗ Assume the evaluator will know what acronyms mean or will understand military terminology – spell out, translate, and define what you are communicating.

13 Resume Tips

Keep these guidelines in mind as you continue to evolve and refine your resume:

LENGTH & PAGE LAYOUT:

- Make sure your resume is at least one full page (avoid quarter or half pages).
- The margins of a resume should be even and no less than .5" all around.

FONT:

- Use a standard font such as Arial, Calibri, Garamond, Tahoma, Times New Roman, or Verdana.
- Font size should be at least 10 pt. and at most 11.5 pt.

LANGUAGE:

- Include active language and high-impact words throughout.
- Write in first person or third person; don't use personal pronouns (I, me, my).
- Keep the tense in the present for current positions and in the past for prior positions.

CONTENT & STYLE:

- Never include sensitive information such as date of birth or social security number.
- Pictures are not advised, but if you choose to include one it needs to be professional (consider using your professional LinkedIn photo).
- Include an email address you check regularly, and do not use an address that is not professional (i.e., contains nicknames, multiple numbers, inappropriate language, etc.). If needed, create a new email address that you use specifically for professional interactions.
- It is generally recommended to detail only the past 10 -15 years of experience on a resume.
- Keep statements clear and concise and avoid using long lists of bullets as it tends to lose the readers' interest.
- Do not use text boxes or tables to list information because they can confuse applicant tracking systems (ATS) and prevent your resume from getting reviewed.

TERMS TRANSLATION

Military Occupational Specialty	Business Function
Financial Management, Military Pay Resource Management, Personnel Office, Records Management Intelligence, IT, Cybersecurity Paralegal, JAG Corp Illustrator, Marketing Combat Engineer, First Sergeant, Infantry Imagery Technician, Public Affairs Contracting or Logistics Recruiting Supply Biochemistry/Physiologist, Lab Scientist	Finance Human Resources Information Technology Legal Marketing Communications Operations Public Affairs Purchasing Sales Supply Chain Research & Development
Military Rank	Business Level
General Officers (O7 – O10) Middle/Field Grade Officers (O3 – O6) Junior/Company Officers (O1 – O2) Warrant Officer Upper Enlisted (E7-E9) Middle Enlisted (E4 – E6) Lower Enlisted (E1 – E3)	Executive, C-Suite Senior Director, Vice President Manager, Senior Manager, Director Technical Specialist Manager, Senior Manager, Director Team Lead or Frontline Supervisor Early career, Individual contributor
Military Term	Business Description
AI Combat Commanded Headquarters Medal or Ribbon Military personnel office Mission Military occupation specialty /classification OER, EPR,NCOER PCS, TDY, ADOS Battalion, Unit, Squad, Platoon, Flight, Company Reconnaissance Regulations Security clearance	Additionally skilled in Hazardous conditions, conflict Supervised, directed, lead Corporate office, headquarters Award Human resources Responsibility, task, function, objective Career specialty or career field Performance review/evaluation Relocation or Temporary Assignment Organization, Agency, Department Data collection, analysis Guidelines, policy, instructions Ability to manage sensitive data

Resume Overview

CONTACT INFORMATION

Include your name in bold, along with your city, state, zip code, and contact information (phone number, email address, LinkedIn profile) in smaller letters.

You can move your name front and center above the other details to stand out.

SUMMARY/PROFILE

This section is optional and, if used, should include a brief summary about what is highlighted in your resume.

Don't include more than 7 points per position and if the position is not relevant or was 5+ years ago, you can include fewer points.

EXPERIENCE

Make a bulleted list of your responsibilities for each position held, beginning each with a strong action word. Select the relevant points that highlight your accomplishments and special contributions.

Consider including any military awards, special ribbons, or other related honors

HONORS/AWARDS/SCHOLARSHIPS

State the name of the honor, award, and/or scholarship and the date received. Also include any recognition you have received in athletics or military service.

INVOLVEMENTS & ACTIVITIES

Include memberships in professional organizations and military service. Remember to mention offices you held or presentations given that relate back to your career field.

SPECIAL SKILLS

List computer languages, research, teaching, leadership, communication, and foreign language skills. Some technical fields like IT or Engineering may want to add a separate section to highlight numerous technical skills.

EDUCATION

List your most recent degree first and work back in time. It's not necessary to list high school education. If applicable, include your degree, major, minor, name of school(s) attended, graduation date, and your GPA.

RELEVANT COURSE WORK

List your most recent position first and work back in time. This gives the employer insight into your training and knowledge specific to the area of your expertise. To ensure employers understand the relevancy of your experiences, use our terms translator to reduce military jargon.

RESUME CHECKLIST

Before sending your resume, review this checklist to ensure it is ready!

- Is your contact information clearly provided on your resume?
 - Name, phone number, and professional email address
 - LinkedIn profile (if included) is a vanity URL, i.e., [Linkedin.com/in/mynamehere](https://www.linkedin.com/in/mynamehere)
- Is the resume compatible with ATS software?
 - No information is placed in a header
 - There are no tables or text boxes used on the resume
- Is your resume format set up according to best practices?
 - All section headings and formatting are consistent
 - Standard font type and size
- Full pages (no quarter or half pages)
- Does the resume display key skills/keywords?
 - If applicable, is there a section that lists technical skills in the resume?
- Does the resume avoid using company-specific jargon (it's still okay to use industry-standard verbiage)?
- Does the resume use action words (i.e., created, led, achieved)?
- Is the resume free of spelling, punctuation, and grammatical errors?
- Is the resume accomplishments-focused?

ADVICE ON COVER LETTERS

A cover letter is also part of your first impression. Often, employers will read the cover letter before your resume. The purpose of the cover letter is to entice this person to read and review your resume. Most companies do not require cover letters, so you can choose whether to write one for each employer. If you are applying for a role that is not local to your present address, mention that detail in the cover letter.

STAGE YOUR LINKEDIN PROFILE

Your LinkedIn profile is a powerful tool for job searching networking, staying well-informed of trends, and learning more about your favorite companies. How does your profile look?

A good profile will include the following:

- **Headline** – include keywords focused on current and future career goals. Focus on branding yourself for the job you want and what you have to offer.
- **Professional Photo** – A LinkedIn profile featuring a professional photo and background image is viewed 30% more than a profile without those elements. Be sure the picture is professional, clear, and has no distracting background. You can use your DOD picture here if you don't have another picture ready.
- **Background Image** – This will enhance your professional brand or job focus. This image can be a quote, a graphic about your industry, school, or scenery you enjoy. Feel free to be creative, as this can give someone a better idea of who you are.
- **Customized LinkedIn URL** – This will be more recognizable and easier to use. Use this on your resume with your contact information.

For example, change this: <http://www.linkedin.com/in/YOURNAME/5/792/58a>

to this: <http://www.linkedin.com/in/YOURNAME>

You can change this in your Profile under Edit Profile>Your Public Profile

- **About Section / Summary** - Catchy and clear information about who you are. This is a great spot to use your elevator pitch and highlight what makes you unique! Ensure that this area uses keywords based on your industry or profession. Include industry terminology and highlight skills in leadership, teamwork, and creativity. Describe what motivates you, what you're skilled at, or what's next – however, you should strive to keep this concise!
- **Experience** - Use this area to detail your accomplishments. Match the same company name, dates, and titles included on your resume. Keep the formatting for all positions the same, either with bullets or in paragraphs.
- **Education**– Order this section with your highest degree level listed on top, and use dates if they are relevant. If your education spans multiple decades, you could leave the dates off.
- **Extras** - Add any *active* licenses and certifications. Have you joined any clubs at school or outside? Be sure to describe what you did with each organization.
- **Volunteer Experience** – Show how you use your skills to give back. Only use the relevant experience you have been involved with either regularly or recently. Include dates so companies will know the length of your involvement.
- **Skills & Endorsements**- Make sure these skills are focused on what you are targeting in your job search. Strive for 50 skills and reorder them to display the strongest three on top.
- **Honors & Awards** – If you earned an honor or award in or out of the service, don't be shy. Let the world know about it!
- **Recommendations** – At least 2--3 recommendations. Let's hear how great you are firsthand from your colleagues! The best way to ask for a recommendation is to return the favor!

- **Projects** – Whether you led a team, functioned in service, or contributed independently, talk about what you did and how you did it.
- **Groups** – Target 50 groups. Start with in-service groups, community organizations, battle buddies, branch and function-specific groups, technical groups, associations, and organizations.
- **Follow!** Companies, organizations, and individuals. Follow every company you apply to, local companies, companies you want to work for, schools you've attended, industry influencers, and accomplished leaders. Target 50-100.
- **Connections** – Start with at least 50 but aim to reach 250 within the first few weeks of joining and 500 as soon as possible. When you have 500+ connections, your visibility greatly increases!

RULES OF ENGAGEMENT

CRAFTING YOUR ELEVATOR PITCH

Your Elevator Pitch is a short introductory statement for an employer or new contact. It's used to introduce your skills and interests clearly and confidently.

Building your Elevator Pitch

You can use your Elevator Pitch when networking, on your resume or LinkedIn profile, and to answer the "tell me about yourself" question while interviewing. Here's how to create your Elevator Pitch:

- What are some teams you're part of as a service member?
- What are a few of the accomplishments you'd like to highlight?
- What was your job in the service?
- What do you do well? What are your strengths?
- What are you excited about doing in your next job?

FILL IN THE BLANKS!

Hi, my name is _____. I am a _____ professional/service member specializing in _____. My strengths include _____ and _____, and I am excited about _____ in my next role. I'd love to speak to you about opportunities within your organization.

EXAMPLE:

Hi, my name is [insert rank] [insert name]. I am a retiring Drone Pilot from the Air Force. My strengths include designing and concept development. I really enjoy gaining skills in machine learning and artificial intelligence. I am excited to leverage these skills to help businesses succeed in automation. I'd love to speak to you about opportunities within your organization.

PRACTICE!

The best way to get comfortable when delivering your Elevator Pitch is to practice. Make sure it flows nicely, is easy to understand, and is under one minute – and make sure you can say it with energy and enthusiasm! Start by practicing on Zoom with a friend or with your family, practice while driving in a car, put earbuds in and go for a walk (people will think you're on the phone). Then eventually, start using your elevator pitch at Career Fairs/Expos and during the interview processes that follow!

INTERVIEW POINTERS

Many companies are turning to behavior-based interviewing methods. Using behavioral interviewing, an interviewer will ask *prepared, specific, and structured questions* about past behaviors and ask for examples of how you acted in previous work settings.

Here are some examples:

- Describe a decision you made that wasn't popular. How did you handle implementing it?
- Tell me about a mistake you've made in the past, and what have you learned from it?
- Give an example of how you set some goals and achieved them.
- Share an example of how you were able to motivate employees or co-workers.

As you can see, because behavioral interviewing is based on the theory that past performance is the best indicator of future behavior, questions are more situational – or experienced-based. They also will include additional probing questions to help you recall specific situations.

The STAR Method

A complete answer to a behavioral-based question has four components. The STAR technique, essential for behavioral interviews and valuable in all interviews, will improve your overall interview performance in several ways. It is an excellent format for discussing what you did in a past job. It ensures that you emphasize the results of your action, and most importantly, it compels you to be very thorough when presenting your experiences.

S	T	A	R
SITUATION	TASK	ACTION	RESULT
What was the situation that you faced?	A description of the task(s) that was associated with the situation.	Specifically, what did you do or say? What role did you play?	What was the result of your behavior?

Preparing For Your Interview

- Research the company
- Dress professionally
- Bring extra copies of your resume
- Know the names of your interviewers
- Arrive early
- Maintain good eye contact
- Project enthusiasm, confidence, and flexibility

- Relate your background and skills for the position
- Ask relevant questions
- State your strong interest in the opportunity
- Thank the interviewer for their time

Research the business or position you are applying to.

Know your Resume and customize it to the job description using examples from your resume in your responses to employer questions.

Practice your elevator pitch.

Be Professional in attire, grooming, diction, speech, etiquette, and your verbal and non-verbal communication.

Be Prepared to Ask Questions if the employer asks if you have any.

For example:

- Tell me about the team/company culture.
- How is success measured in this position?
- What are the opportunities for development?
- What are the challenges someone would face in this role?
- What type of leadership style does the hiring manager have?

Be on Time and try to arrive 10 minutes early to your interview (or 5 minutes early for a virtual interview) to give yourself time to prepare, and to show that you are responsible and considerate of the interviewer's time and opportunity.

Obtain a Business Card from everyone you've interviewed with so that you can show your appreciation for their time and the opportunity by sending a "Thank You" note or email afterward.

Follow-up if you have not received a response. It is ok to contact the employer to ask for their recommended areas of improvement.

Preparing For Your Interview – Worksheet

Company Name: _____

Job Title: _____

ABOUT THE COMPANY

Mission:

Products/Services:

CEO:

Culture:

Recent News:

ABOUT ME

Relevant Experience:

Strengths:

Weaknesses:

Why this role/company:

QUESTIONS TO ASK

1.

2.

3.

4.

QUESTIONS TO PREPARE FOR

Tell me about your...

Salary expectations:

Proudest career accomplishment:

Most challenging obstacle:

Tell me about a time you...

Made a mistake:

Handled a difficult situation:

Went above and beyond:

Stepped up as a leader: