

## **BEHAVIORAL-BASED INTERVIEWING**

- What can you tell me about yourself?
- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- Give me an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to use your presentation skills to influence someone's opinion.
- Give me a specific example of a time when you had to conform to a policy with which you did not agree.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
- Give me an example of a time when you had to make a split second decision.
- Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
- Tell me about a difficult decision you've made in the last year.
- Give me an example of a time when you tried to accomplish something and failed.
- Give me an example of when you showed initiative and took the lead.
- Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.
- Give me an example of a time when you motivated others.
- Give me an example of a time when you used your fact-finding skills to solve a problem.
- Tell me about a time when you missed an obvious solution to a problem.
- Describe a time when you anticipated potential problems and developed preventive measures.
- Tell me about a time when you were forced to make an unpopular decision.
- Describe a time when you set your sights too high (or too low).
- Give an example of a complex problem you face and how you solved it.
- Tell me about a time when you were part of a team and someone did not pull their weight. How did you handle this?
- How would your previous employer describe you?
- Tell me about a time when you saw someone do something that was unsafe, and how did you handle it?

## **BEHAVIORAL-BASED INTERVIEWING**

Behavioral Interviews are a favorite of interviewers across the country. This interview method is based on the premise that past performance is the best indicator of future performance.

You will be expected to give detailed, but focused, descriptions of actual circumstances. Take your time in formulating your response. The interviewer will understand and allow you to gather your thoughts. Describe an overview of the situation: your role, where, when, who was involved, the challenge, the action you took, and the results.

### ***Behavioral questions frequently start with these phrases:***

- Tell me/us about a time when you....
- Describe a situation where you....
- Give me/us an example of a time when you....
- How have you handled \_\_\_\_\_ in the past..?
- When have you had a situation where you had to...?

### ***Questions commonly asked in a behavioral interview:***

- Describe a creative idea you produced which led to a significant improvement in an activity or project you were involved in at your Job.
- What was the most complex task you have been assigned? What steps did you take to complete the task?
- By providing examples, demonstrate that you can get along with a wide variety of people and adapt to different work environments.
- Give me an example of a time when you did not meet a deadline. How did you handle the resulting situation?

### ***Once you've answered the Interviewer's anchor question, a series of probing questions might follow***

- What was your specific role?
- Who else was involved?
- How did you decide which task to do first?
- How did the outcome affect the company?
- What might you have done differently?
- How has that experience affected the way you would approach the situation today?

## **What Employers Look for In Behavioral Interviews**

As the term "behavioral interview" implies, employers are looking for behaviors that are equated with success. They are comparing your skills and abilities to the competencies required to successfully perform the Job. Therefore, based on competencies, you and the interviewer determine if the Job is right for you and if you are right for the Job.