Behavioral Interviewing

Behavioral interviewing is based on this premise:

Past behavior is the best indicator of future behavior

In behavioral interviewing you are being asked for examples of how you **have behaved** or **performed** (behavioral), not what you **would** do (hypothetical). "Stay out of the **woulds."**

Examples:

Hypothetical question: What **would** you do if a customer started yelling at you?

Behavioral question: Tell me about a time when a customer yelled at you. What **did** you do?

Preparing for Behavioral Questions

Prepare *STARs* that highlight your skills, behaviors, and areas in which you've grown/learned:

Situation/Task – the situation in which you acted. *What was the context? Why?*

Action – the action you took in the situation. *What did you do (or not do)? How did you do it?*

Results – what happened as a result of the action you took? *What was the effect of your Action (or inaction)?*

Write a "STAR" in response to one of the questions on Page 2.

Situation	Action	Result

Actions to Prepare for My Next Interview:

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Skill Practice

Sample Behavioral Questions

1. This position will require the successful candidate to develop research designs for small-and large-scale research projects. Tell me about a time you had to manage a project, from design and implementation to evaluation. How did you approach it, and what were some challenges you had to overcome?
2. Tell me about a time you had to work independently to get your work complete. How satisfied/dissatisfied were you with that?
3. Have you ever had several projects with the same deadline? How did you tackle that? What was the result?
4. Tell me about a time when you had to share highly technical material in a clear manner to a non-technical audience. How did you do it and what was the result?
5. Tell me about a challenge you have faced when collaborating on a project. What did you do?
6. Tell me about a time when you've had to work with someone you didn't like. What did you do?
7. Have you ever had to teach another staff member a new software system or other technical skill? How did you do it?
8. Tell me about a time when you were not successful in your work, or faced a significant setback. What did you do?
9. How have you handled the last few angry customers or colleagues?
10. Tell me about a recent split-second decision you made on the job. How did you approach it?
11. Tell me about a recent time when you disagreed with your boss. What did you do?
12. Give me an example of a significant presentation you have made. How did you prepare for it? How did it go?
13. What was the most frustrating experience in your last job? The most satisfying?
14. We have all had to make adjustments when things change at the last minute. Tell me about a time when the task you were given changed at the last minute. What did you do?
15. How have you avoided scheduling conflicts when working on a project with other co-workers?