

EXAMPLES OF BEHAVIOURAL BASED INTERVIEW QUESTIONS: Most interviews include behavioural questions. Be prepared.

Being prepared for behavioral questions:

For any interview: Prior to your interview, review the skills, abilities and characteristics required for the job.

Review your memory for occasions when you demonstrated these skills, abilities and characteristics, and make any notes you need to prepare yourself to discuss these in a factual, specific way in the interview. Don't expect to read directly from notes in an interview; use notes to prepare and practice. Here are some examples of behavioural based interview questions:

Behaviours that Revolve Around Leadership:

1. Tell me about a time when you accomplished something significant that wouldn't have happened if you had not been there to make it happen.
2. Tell me about a time when you were able to step into a situation, take charge, muster support and achieve good results.
3. Describe for me a time when you may have been disappointed in your behaviour.
4. Tell me about a time when you had to discipline or fire a friend.
5. Tell me about a time when you've had to develop leaders under you.

Behaviours that Revolve Around Initiative and Follow-through:

1. Give me an example of a situation where you had to overcome major obstacles to achieve your objectives.
2. Tell me about a goal that you set that took a long time to achieve or that you are still working towards.
3. Tell me about a time when you won (or lost) an important contract.
4. Tell me about a time when you used your political savvy to push a program through that you really believed in.
5. Tell me about a situation that you had significant impact on because of your follow-through.

Behaviours that Revolve Around Thinking and Problem Solving:

1. Tell me about a time when you had to analyse facts quickly, define key issues, and respond immediately or develop a plan that produced good results.
2. If you had to do that activity over again, how would you do it differently?
3. Describe for me a situation where you may have missed an obvious solution to a problem.
4. Tell me about a time when you anticipated potential problems and developed preventative measures.
5. Tell me about a time when you surmounted a major obstacle.

Behaviours that Revolve Around Communication:

1. Tell me about a time when you had to present a proposal to a person in authority and were able to do this successfully.
2. Tell me about a situation where you had to be persuasive and sell your idea to someone else.
3. Describe for me a situation where you persuaded team members to do things your way. What was the effect?
4. Tell me about a time when you were tolerant of an opinion that was different from yours.

Behaviours that Revolve Around Working Effectively with Others:

1. Give me an example that would show that you've been able to develop and maintain productive relations with others, though there were differing points of view.
2. Tell me about a time when you were able to motivate others to get the desired results.
3. Tell me about a difficult situation with a co-worker, and how you handled it.
4. Tell me about a time when you played an integral role in getting a team (or work group) back on track.

Behaviours that Revolve Around Work Quality:

1. Tell me about a time when you wrote a report that was well received. What do you attribute that to?
2. Tell me about a time when you wrote a report that was not well received. What do you attribute that to?
3. Tell me about a specific project or program that you were involved with that resulted in improvement in a work area.
4. Tell me about a time when you set your sights too high (or too low).

Behaviours that Revolve Around Creativity and Innovation:

1. Tell me about a situation in which you were able to find a new and better way of doing something significant.
2. Tell me about a time when you were creative in solving a problem.
3. Describe a time when you were able to come up with new ideas that were key to the success of some activity or project.
4. Tell me about a time when you had to bring out the creativity in others.

Behaviours that Revolve Around Priority Setting:

1. Tell me about a time when you had to balance competing priorities and did so successfully.
2. Tell me about a time when you had to pick out the most important things in some activity and make sure those tasks were complete.
3. Tell me about a time that you prioritised the elements of a complicated project.
4. Tell me about a time when you got bogged down in the details of a project.

Behaviours that Revolve Around Decision Making:

1. Describe for me a time when you had to make an important decision with limited facts.
2. Tell me about a time when you were forced to make an unpopular decision.
3. Describe for me a time when you had to adapt to a difficult situation. What did you do?
4. Tell me about a time when you made a bad decision

Behaviours that Revolve Around Ability to Work in Varying Work Conditions (stress, changing deadlines, etc.):

1. Tell me about a time when you worked effectively under pressure.
2. Tell me about a time when you were unable to complete a project on time.
3. Tell me about a time when you had to change work mid-stream because of changing organisational or team priorities.
4. Describe for me what you do to handle stressful situations.

Behaviours that Revolve Around Delegation:

1. Tell me about a time when you delegated a project effectively.
2. Tell me about a time when you did a poor job of delegating.
3. Describe for me a time when you had to delegate to a person with a full workload, and how you went about doing it.

Behaviours that Revolve Around Client Service:

1. Tell me about a time when you had to deal with an irate client.
2. Tell me about one or two client-service related situations that you handled that you're particularly proud of.
3. Tell me about a time when you made a lasting, positive impression on a client.

Responding well to these types of questions:

In behavior-based interviews, you are asked to give specific examples of when you demonstrated particular behaviors or skills or processes (such as problem-solving).

Be specific, not general or vague.

General answers about behavior are not what the employer is looking for. You must describe in detail a particular event, project, or experience and how you dealt with the situation, and the resulting outcome.

Avoid using language such as, "I would do...", or "One should do...."

Don't talk about what others did or would do (unless this is part of a larger response focusing on what you did).

Do talk about what you, individually, actually did. You can talk about others in context of your role on a team, if applicable.

Don't describe how you would behave. Describe how you did actually behave. If you later decided you should have behaved differently, explain this. The employer will see that you learned something from experience.

If you did not encounter the situation the employer presents, ask if you can describe a related situation in which you used skills or behaviors or processes that would also be applicable to the situation the employer presented.

The "S.T.A.R." technique is a useful approach to structure your response:

Describe the Situation you were in or the Task you needed to accomplish; describe the Action you took, and the Results.