Behavioral-Based Interviews

With Behavioral-Based Interviews, the interviewer wants to hear how you handled an actual situation, not what you might do in the future or hypothetically. They are based on the principle that past performance indicates future performance. The questions will be pointed, probing, and more specific than the generalized questions used in traditional interviews. The employer knows what skills they need in the person they hire and will conduct the interview to find out if you have those skills.

Tips and Pointers

- Be confident in yourself
- Research the company website to gain a thorough understanding of the company culture, values, mission, and its focus
- Write a “What I’ve Done” list to refresh your memory of past accomplishments, achievements, and experiences or times when you have demonstrated the skills/qualities relevant to this position
- Answer questions clearly, directly, and in a concise manner...don’t rush through your responses
- Follow the STAR method as your response framework to insure you provide a complete response to the recruiter
  - STAR = Situation, Task, Action, Results
  - Describe the situation/task at hand, the action you took, and the results of your actions
- Maintain eye contact
- Show enthusiasm
- Dress professionally, avoid overly trendy clothes
- No gum, perfume/cologne
- Avoid slang/swearing, negative talk

Sample Questions

- Describe an occasion when you had to think on your feet to resolve a difficult situation.
- Tell me about a time when you were forced to make an unpopular decision.
- Give me an example of when you were able to communicate well with another individual even though s/he may not have personally liked you or vice versa.
- Tell me about a time when you had to work with competing priorities.
- Give me an example of when you did not meet a deadline. What occurred?
- Describe an instance when you went above and beyond to get the job/task done.
- Explain to me a situation where you delegated a project effectively.
- Give a specific occasion in which you conformed to a policy that you didn’t necessarily agree with.
- Tell me about a time when you had to work with a difficult counterpart.