



Behavioral interviewing is a standardized method designed to elicit information from a job candidate about relevant past behavioral performance. It is based on the premise that the best predictor of future behavior is past behavior.

The **bolded** words in the sample questions below spotlights the transferrable skill or experience that the interviewer is looking for your answer to address:

COMMON BEHAVIORAL BASED INTERVIEW QUESTIONS

1. Describe a situation in which you were able to use **persuasion** to successfully convince someone to see things your way.
2. Describe an instance when you had **to think on your feet** to extricate yourself from a difficult situation.
3. Give me a specific example of a time when you used **good judgment and logic** in solving a problem.
4. Describe a time when you were faced with problems or stresses that tested your **coping skills**.
5. Give an example of a time when you had to be relatively quick in **coming to a decision**.
6. Describe a time when you had to use your **written communication skills** to get an important point across.
7. Give me an example of an important **goal** you had set in the past and tell me about your success in reaching it.
8. Tell me about a time when you had **to go above and beyond** the call of duty in order to get the job done.
9. Give me an example of a time when you were able to **successfully communicate** with another person even when that person may or may not have personally liked you or vice versa.
10. Sometimes it's easy to get in "over your head." Describe a situation where you had to **request help or assistance** on a project or assignment.
11. Describe a situation in which you had to arrive at a **compromise** or guide others to a compromise.
12. What steps do you follow to study a problem before **making a decision**?
13. Tell of a situation in which you had to **adjust quickly to changes** over which you had no control.
14. Give me an example of your **leadership** style.
15. Tell me about a time when you failed to meet a **deadline (time management)**.

EXAMPLE INTERVIEW ANSWER USING THE STAR FORMULA

QUESTION | *Tell me about a time you used creativity or innovation to improve processes.*

SITUATION | *What is the situation (place, role etc) you are explaining?*

Last summer when I was working as a shop assistant at Company X.

TASKS | *What is the specific task you are referring to?*

I was given the job of improving front of store promotions to increase sales of our new product.

ACTION | *What did you do and how did you do it?*

I decided to visit competitor stores and research how they use their promotions and put new ideas for our store that would keep us ahead of the competition. Some of the ideas I came up with were for staff to wear branded clothing to promote our products and to create a customer loyalty card. I communicated my ideas to my manager including the specifics of how to implement and why it would benefit the company.

RESULTS | *What was the outcome as a result of your actions?*

My manager took my ideas on-board and after a week of the new promotions, our sales increased by 10%.

TRANSFERRABLE SKILLS ILLUSTRATED BY THIS EXAMPLE

1. Creativity & innovation
2. Decision-making & problem-solving
3. Communication

