



# RICE | BUSINESS

Jones Graduate School of Business

## Behavioral Interviewing

Career Development Office



# Goals

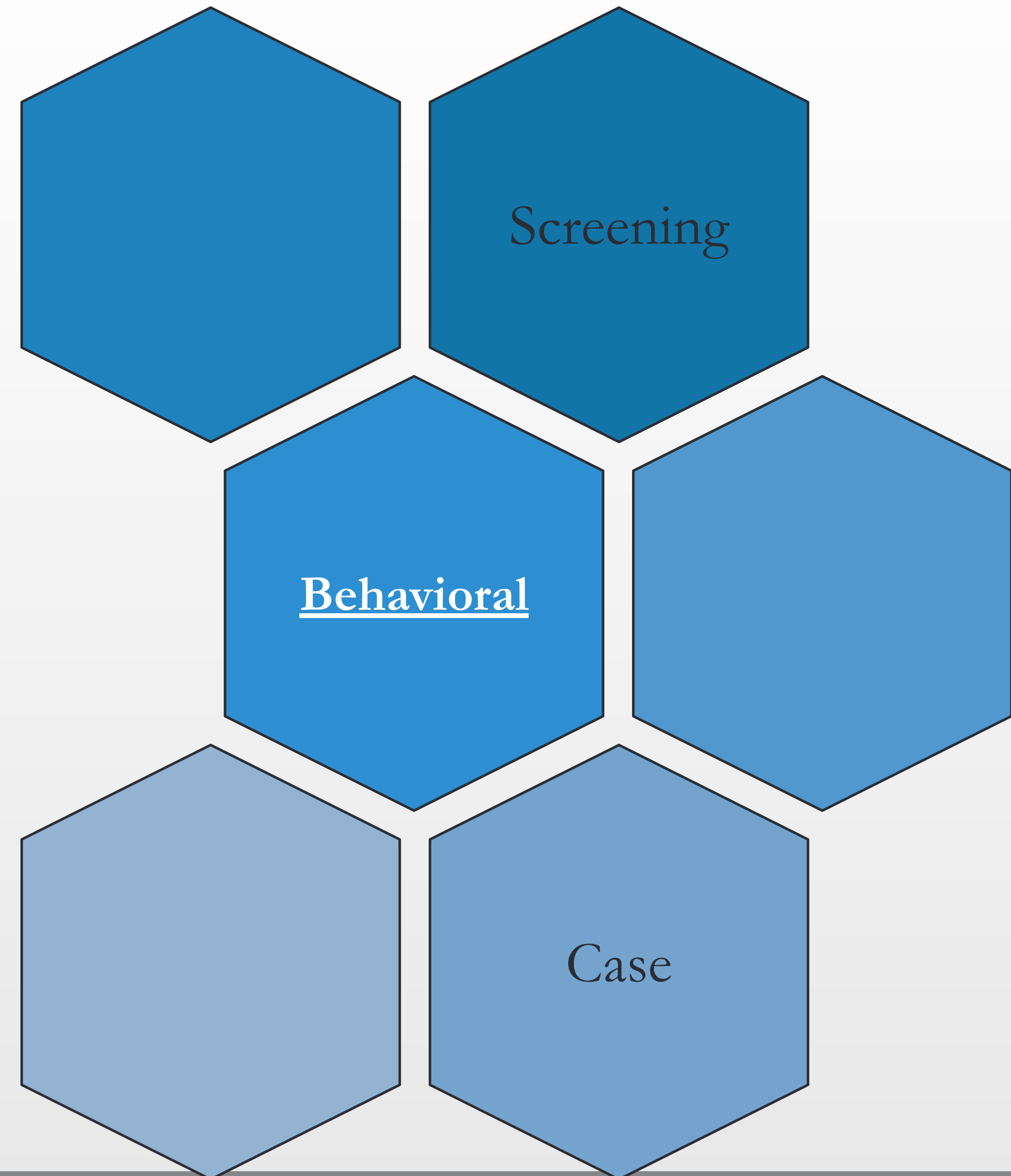
- Gain a better understanding of the purpose of behavioral interviewing
- Discuss techniques for responding to behavioral questions
- Connect with peers and receive/share interview feedback
- Obtain a copy of the CDO Behavioral Interview Workbook

# Types of Interviews

## Behavioral

- Interviewing based on discovering how the interviewee acted in specific employment-related situations.
- Based on the theory that past performance is a good predictor of future performance

**Verbalize how you behaved in previous situations**



# Interviewers' Perspective

- They ask the questions but the onus is on the interviewee to carry the conversation
  - They are interviewers, not dentists!
- Lots of people can do the job; they want to determine if you're the best fit for their team.
- There are no right answers, only *your* answers.

**Your Unique Skills & Experience + Rice MBA =  
Stand Out Candidate!**

# 5 Words: You in a Nutshell

**Take 5 minutes** to list 5 words that you would use to describe yourself professionally. Think through a time you demonstrated that word? Is it still the best descriptor?

**Now, think of one more word if you included 'hardworking' in your original 5 😊**

# The Art of Storytelling

- Flip to the **first page of your packet**. Determine 1-2 stories that describe a time/situation when you demonstrated each of those words. **Take 5 minutes** to write a short description of the story you might tell for each word.
- Each story should be rich enough to answer the question and any possible follow up questions. *Avoid very personal situations.*



# S.T.A.R.

10%

- Situation – Brief overview of what happened

20%

- Task – What needed to be done (be specific)

60%

- Actions – Skills you utilized

10%

- Result – Impact to the organization



# STAR Reminders

Avoid:

- Using the same example over and over again
- Describing a situation too broadly – be specific
- Talking about the group action versus your individual action
- Forgetting to include the result
- Spending too much time describing the situation – 2 minutes!



# What Makes for a Good Story?

## **Excitement, personality**

Proudest accomplishments

## **Growth, professional maturity**

Significant learning opportunities

Big wins/big mistakes

## **Reliability**

Team projects

Ad hoc tasks

Above and beyond performance

## **Adaptability**

Working through challenging situations or people

Unexpected changes at work

# Finish Strong

“So yeah...”

- **What skill or trait does this story demonstrate?**

“This experience really speaks to my leadership skills.”

- **What point am I trying to make?**

“I learned how to be a more effective communicator and look forward to using that skill in this role.”

- **What should the listener take away?**

“Although this was a very difficult experience, I pride myself on being resilient and enjoy a good challenge.”



# Time to Warm-Up

**Turn to page 2 of your packet.**

Take 5 minutes to reflect on:

1. Why you're interested in this industry.
2. What you can contribute to the position/functional area.

# Now, write it out!

Turn to page 4 of your packet and select 3 competencies that align with your original 5 words.

Take 15 minutes to flush out the details of your S.T.A.R. response



# Let's Breakout & Practice

**Share 1 interview question(s) that are the most difficult for you to answer.  
Collaboratively brainstorm and edit your STAR response.**

- 10 minutes
- Review your packet, practice 1 behavioral question each
- Peer review and provide feedback

# Additional Tips

- Study the job description.
- Review major projects you've worked on and previous job performance reviews.
- Make a list of your professional accomplishments.
- Be open and honest (but positive) in your answer.
- **Practice your interview responses aloud.**
- **Wrap it up clearly and concisely**
- **Scout questions on Glassdoor and via CDO resources**



# Virtual Best Practices

## **1. Test Your Technology**

Check your internet connectivity, and confirm your camera and microphone are working

## **2. Set the Scene and Minimize Distractions**

Find a room with optimal lighting and a background to guarantee you're the focal point

## **3. Monitor Your Body Language**

You can't firmly shake a hiring manager's hand or as easily exude enthusiasm via video

## **4. Dress the Part**

Dress as you would for an in-person interview

## **5. Immediately Follow Up**

Within 24 hours of the interview, send an individual thank you email to everyone you met

# Final Thoughts & Questions



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