

Behavioral Interviewing Tips

Talent Acquisition recommends the use of behavioral interviewing techniques to assist with selection of candidates for vacant positions. Behavioral-based interviews incorporate questions that help predict an applicant's performance.

Here is a list of employee attributes and suggested questions that can help identify skills for future team members.

ABILITY TO HANDLE STRESS

- Tell me about a stressful situation you have experienced at work. How did you handle it?
- Discuss a time in which you planned ahead to prevent a stressful situation from escalating.

ADAPTABILITY

- Tell me about a time when you had to adjust to changes over which you had no control. How did you handle it?
- Tell me about a time when you had to adjust to a colleague's working style that was different from your own.
- Give me an example when someone brought you an idea that you were not comfortable with. How were you convinced to use it?

ANALYTICAL SKILLS/PROBLEM SOLVING

- Describe the project or situation that best demonstrates your analytical abilities. What did you contribute to the project?
- Tell me about a time when you had to analyze information and make a recommendation. What was the outcome?
- Tell me about a situation where you had to solve a difficult problem. Was there anything you wish you had done differently?
- Describe the steps you take when analyzing a complex problem in order to make a decision.

ATTENTION TO DETAIL

- Give me an example of a time you discovered an error that been overlooked by a colleague.
- Tell me about a time when a customer's request was unclear. What steps did you take to clarify things?

CLIENT FOCUS/CUSTOMER ORIENTATION

- Discuss a time when you dealt with an irate customer. What was the outcome?
- Tell me about a time you were assigned an existing customer from a colleague. How did you establish rapport and gain their trust?
- Discuss a situation where your customer changed the desired end result midway through the project.
- Give an example of a time you went above and beyond to ensure a customer received the best possible customer service.

COMMUNICATION

- Tell me about a time when you had to use your presentation skills to affect change.
- Describe a time when had to give an impromptu presentation.
- Tell when you had to sell an idea to your co-workers. How did you persuade them?
- Give me an example of a time when you were able to work with someone who did not like you.
- Tell me about a time when you worked with someone that thought you were being unfriendly or that you didn't like them.
- What obstacles or difficulties have you faced in communicating your ideas to a manager?
- Tell me about a time when you had to use your written communication skills in order to get an important point across.
- When have you chosen to communicate a message in person as opposed to email?

CREATIVITY

- Provide an example of a time when you had to come up with an innovative solution.
- Provide an example of a time when someone brought you a new idea that you were not comfortable with. What did you do?
- Discuss an innovative idea you brought to your team. How was it received?

DECISION MAKING

- Tell me about a time when you had to make a decision without all the information you needed.
- Give me an example of a time when you had to be quick in coming to a decision. What obstacles did you face?
- What is the most difficult decision you've ever had to make at work? How did you arrive at your decision? What was the result?
- Give me an example of a business decision you made that you ultimately regretted. What happened?

GOAL SETTING

- Give me an example of an important career goal which you set for yourself and tell me how you reached it.
- Tell me about a professional goal that you set that you did not reach. What obstacles did you encounter?
- How have you gone about setting short-term goals and long-term goals for your team? What steps did you take along the way to keep your team accountable?

INITIATIVE

- Describe a project or idea that was implemented primarily because of your efforts. What was the outcome?
- Describe a situation in which you recognized a potential problem as an opportunity. What was the problem? How did you overcome it?
- Tell me about a project you initiated. What did you do? What was the outcome?
- Tell me about an idea that you implemented that is still being used.
- Give me an example of a time when you did more than what was expected without being asked to.

INTERPERSONAL SKILLS

- Provide an example of when you had to work with someone who was difficult to get along with. In what way was the person difficult? How did you handle it? How did the relationship progress?
- Describe a recent unpopular decision you made. How did you overcome the objections?
- Provide an example of a time when you communicated with another person even when that individual may not have personally liked you (or vice versa). How did you handle the situation?
- Tell me about a time when you had to work on a team with someone you did not get along with.
- Describe a situation where you had a conflict with another individual, and how you dealt with it. What was the outcome?
- Tell me about a time when you built a relationship with someone who was not in your department.

INTEGRITY/HONESTY

- Discuss a time when your integrity was challenged. How did you handle it?
- Tell me about a time when you experienced a loss for following your values. How did you react?
- Tell me about a business situation when you felt discretion was necessary. Why? What did you do?

- Provide a specific example of a policy you conformed to with which you did not agree. Why did you not agree with it?
- Provide an example of a time when you were faced with unethical behavior in the workplace.

LEADERSHIP

- Tell me about a team project where you had to take charge of the project? What actions did you take? What was the result?
- Tell me about a time when you coached an employee to improve in a particular skill.
- Tell me about a time when you spent a large amount of time training and coaching an individual who was not able to grasp critical competencies.
- Tell me about a challenging group you had to lead. What were the obstacles? How did you handle the situation?
- Discuss 1-2 of your greatest leadership achievements.
- What have been the greatest obstacles you have faced in building/growing a team?
- How have you established credibility with a new team?

PLANNING AND ORGANIZATION/TIME MANAGEMENT

- Describe a situation that required you to balance multiple priorities.
- How do you prioritize projects and tasks? Give me an example of how you plan your daily tasks.
- Tell me about a project that you planned. How did you organize and schedule the tasks? Tell me about your action plan.
- Tell me about a time when a project or event you organized did not go according to plan. How did you get it back on track?

SALES/NEGOTIATION

- Tell me about your previous success in building a customer base from nothing. What steps did you take?
- What is your greatest sales-related achievement? What steps led to the final outcome?
- Describe a time when you convinced a resistant customer to utilize your services.
- What was the most stressful professional negotiation you have been involved in? How did you handle it?

TEAMWORK

- Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?
- Tell me about a time when you worked with a colleague who was not doing their share of the work.

- Describe a situation in which you had to arrive at a compromise or help others to compromise. What was your role? What was the result?
- Tell me about a time when you had to work on a team that did not get along. What happened? What was the result?
- What was the biggest mistake you have made when delegating work as part of a team project?
- Tell me about a time when you had settle a dispute between team members. How did you go about identifying the issues? What was the result?
- Tell me about a time when you were a member of a team but wanted to be the leader.

TENACITY/RESILIENCE

- Tell me about a professional setback you have faced.
- In a professional environment, have you ever found yourself in a competitive situation? How did you handle it?
- Discuss a time when your tenacity paid off in a professional setting.
- Describe a time when you failed at a project or task. What did you take away from that situation?

Find additional information about recruiting, hiring and job postings in the [Talent Acquisition Hiring Manager's Toolkit](#).

