

BEHAVIORAL INTERVIEWING

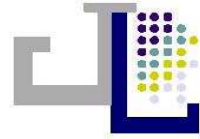
Most interviews include behavioral questions. Be prepared.

WHAT IS IT?

- Behavioral interviewing is a technique used by employers in which the questions asked assist the employer in making predictions about a potential employee's future success based on actual past behaviors, instead of based on responses to hypothetical questions.
- In behavior-based interviews, you are asked to give specific examples of when you demonstrated particular behaviors or skills.
- General answers about behavior are not what the employer is looking for. You must describe in detail a particular event, project, or experience and you dealt with the situation, and what the outcome was.

EXAMPLES OF BEHAVIORAL INTERVIEW QUESTIONS:

- Describe a time when you were faced with problems or stresses at work that tested your coping skills. What did you do?
- Give an example of a time when you had to be relatively quick in coming to a decision.
- Give me an example of an important goal you had to set and tell me about your progress in reaching that goal.
- Describe the most creative work-related project you have completed.
- Give me an example of a problem you faced on the job, and tell me how you solved it.



- Tell me about a situation in the past year in which you had to deal with a very upset customer or co-worker.
- Give me an example of when you had to show good leadership.

RESPONDING WELL TO THESE TYPES OF QUESTIONS:

- The "**S.T.A.R.**" technique is a good approach: Describe the **S**ituation you were in or the **T**ask you needed to accomplish; describe the **A**ction you took, and the **R**esults.
- Be specific, not general or vague.
- 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.