

BEHAVIOURAL INTERVIEW QUESTIONS

These are the sort of questions interviewers are trained to ask. Think how you would respond if asked any of them

1. **CUSTOMER SERVICE: Anticipating, meeting and/or exceeding customer needs, wants and expectations.**

- Give me an example of when you went out of your way for a customer?
- What was the outcome?
- Describe the most difficult customer you've ever had to deal with and how you handled them?
- Describe a situation when you were given outstanding customer service.
- What made it stand out?
- Describe a situation when you felt a particularly demanding customer may have been trying to take advantage of you or the organisation.
- What was the outcome?
- Give me an example of a situation where you improved the level of customer service in your organisation.
- What did you do to improve it?
- What was the outcome?
- Give me an example of when you were given special recognition or acknowledgement for going the extra mile to satisfy a customer.
- Describe a situation when you took a stand for a customer.

Possible Responses

Talk about your extraordinary effort in responding to customer needs and wants to ensure satisfaction. Give as many details and specifics as possible such as names, dates and other verifiable information. Skilled interviewers will also ask you for your thoughts or feelings about a situation to gain further insight.

2. **CONTINUOUS LEARNING: Taking initiative in learning and implementing new concepts, technologies and/or methods.**

- How do you keep current on what's going on in your field?
- What books and magazines have you read or classes have you taken to keep abreast of what's new in your field?
- What was the last book you read?
- What learning activities have you been involved with since College/ School?
- Give me an example of when you were able to apply a concept, theory or knowledge to a work problem or situation.
- Describe how something you learned made a significant difference in your career.
- In what ways have you invested in yourself to improve your performance?
- What self-improvement activities are you currently involved in?
- Give me an example that illustrates how other people have used you as a resource for knowledge in your field.

Possible Responses

Put across a positive attitude towards self-improvement, learning and the application of knowledge. Provide as many details and specifics as possible such as names, dates and other verifiable information. Skilled interviewers will also ask you for your thoughts or feelings about a situation to gain further insight.

3. SELF-MANAGEMENT (TIME AND PRIORITIES): Demonstrating self-control and an ability to manage time and priorities.

- Give me an example of when you were able to meet the personal and professional demands in your life yet still maintained a healthy balance.
- Describe a situation when you had to exercise a significant amount of self-control.
- Describe a situation when you demonstrated initiative and took action without waiting for direction.
- What was the outcome?
- Give me an example of when your ability to manage your time and priorities proved to be an asset.
- What have you done in the past that demonstrates your commitment to continuous improvement?
- Give me an example of when you were responsible for an error or mistake.
- What was the outcome?
- What, if anything, would you do differently?
- Describe a time when you had to make a difficult choice between your personal and professional life.

Possible Responses

Stress your composure, assertiveness and emotional stability. Be prepared to give as many details and specifics as possible such as names, dates and other verifiable information.

4. TEAMWORK: Working effectively and productively with others.

- Give me an example of one of the most significant contributions you made as a member of a high performing team.
- What, in your opinion, made it a high performing team?
- Give me an example of a situation where you had difficulties with a team member.
- What, if anything, did you do to resolve the difficulties?
- Describe how you felt about a decision the team wanted to make that you didn't agree with.
- Describe a situation where the team was having trouble agreeing on a decision and what you did to facilitate consensus.
- Give me an example of when you were on a team that failed to meet its objectives.
- What could the team have done differently?

Possible Responses

Talk about your strong commitment and contributions to team members working towards a specific goal. Provide as many details and specifics as possible such as names, dates and other verifiable information. Skilled interviewers will also ask candidates for their thoughts or feelings about a situation to gain further insight.

5. INTERPERSONAL SKILLS: Effectively communicating, building rapport and relating well to all kinds of people.

- Describe the most difficult working relationship you've had with an individual.
- What specific actions did you take to improve the relationship?
- What was the outcome?
- Describe the types of people you get along with best and why.
- Describe the types of people you have difficulty getting along with and why.
- Give me an example of a situation when you demonstrated sensitivity to diversity issues.
- Describe a situation when you were able to strengthen a relationship by communicating effectively.
- What made your communication effective?
- Describe your relationship with the people you work with.
- What have you done in the past to build rapport and relationships with people?
- Give me an example of your ability to communicate effectively and build relationships with people regardless of cultural differences.
- Describe how your ability to communicate effectively and build relationships with many different types of people has contributed to one of your greatest accomplishments.

Possible Responses

Talk about the importance of self-awareness, understanding and an ability to communicate effectively with others regardless of differences. If asked, provide as many details and specifics as possible such as names, dates and other verifiable information.

6. GOAL ORIENTATION: Energetically focusing efforts on meeting a goal, mission or objective.

- How did you achieve it?
- What were the obstacles?
- How did you overcome them?
- Give me an example of when you took a risk to achieve a goal.
- What was the outcome?
- What are your future professional goals?
- How do you plan to achieve them?
- What might keep you from achieving them?
- Tell me about a time when you overcame great obstacles to achieve something significant.
- Give me an example of when you achieved something by your persistence that others couldn't.

Possible Responses

Get across your determination, persistence and a "never-give-up" attitude in efforts to meet goals. Be sure to give as many details and specifics as possible such as names, dates and other verifiable. Give examples of the most significant professional goal you have met.

7. EMPATHY: Identifying with and caring about others.

- Give me an example of when you identified with someone else's difficulties at work.
- What, if anything, did you do to help them?
- Give me an example of a time when a company policy or action hurt people.
- What, if anything, did you do to mitigate the negative consequences to people?
- Give me an example of when you went out of your way to help someone.
- What were your thoughts and feelings about that situation?
- Give me an example of when you had to make a decision in favor of your own self-interest or someone else's.
- What were your thoughts and feelings?
- What did you do?
- What positive contributions have you made to your community or society?
- Give me an example of when you were given special recognition or acknowledgement for your contributions to the disadvantaged.
- Describe a situation when you were criticised for being too concerned about the difficulties of others

Possible Responses

Respond by giving examples of genuine caring, compassion and initiative in assisting others without expectations of rewards. Skilled interviewers will also ask candidates for their thoughts or feelings about a situation to gain further insight