

JOB CONNECTION SERVICES

Behavioral Interview Questions

In this issue:

- What are behavioral interview questions?
- How should Behavioral Interview Questions be answered?
- What are some examples of Behavioral Interview Questions?

For further information on interviewing, we recommend "Knock 'em Dead, Hiring the Best" (sixth edition) by Martin Yate, CPC

Using Behavioral Interview Questions

Behavioral, or past-performance, interview techniques base all questions on the past, requiring candidates to give specific examples of work experiences.

It is based on the assumption that past behavior predicts future behavior, therefore, an individual will do at least as well on the new job as he/she has done in past jobs. Also, it recognizes that there are certain transferable skills and professional values that allow us to do our job well.

Behavioral Interview Questions are usually prefaced with the phrase "Tell me about a time when...." or "Share with me an experience you had to...." or "Give me an example of a situation that..."

Answers given should be formulated using: PAR

- Problem**-Identify the problem or situation from the past.
- Action**-Outline the specific action that was taken by the candidate to solve the problem.
- Result**-Result summarized with a positive outcome.

Examples of Behavioral Interview Questions:

- Give me an example of a problem you faced on the job, and tell me how you solved it. *(This question is focusing on the candidate's problem solving ability).*
- Describe a time when you were working as a part of a team, and a team member didn't do his/her share of the work. How did you handle the situation? *(This question is focusing on the candidate's ability to work as a part of a team and resolve interpersonal problems).*
- Give me an example of an important goal you had set for yourself and describe your progress in reaching that goal. *(Indicates candidate's drive and ability to reach goals/deadlines).*

The key is to make the questions work for you....what skills/abilities/traits/qualities do you want in a candidate. Then, use behavioral interview questions to ensure you are receiving the answers on whether a candidate has those skills/abilities/traits/qualities.

Don't forget to incorporate career and future focused questions to ensure that the candidate has a passion for YOUR company and YOUR position.

1. Why do you want to work here?
2. What do you know about us?
3. What questions do you have for us? (Did they conduct research about your company/ the position. Are they interested and passionate about the job with your company?)
4. Where do you see yourself in 5 years (Are they still thinking about your company? Are the goals realistic?)
5. Why should I hire you? (Are they confident in their own skills/abilities? Do they define traits and qualities in themselves you are looking for in a candidate?)

