

# Interview Skills

## *Behavioral Interview Questions*

Behavioral interviewing is a technique used by employers to make predictions about a potential employee's future success based on past behaviors. In behavior-based interviews, candidates are asked to give specific examples of when they demonstrated particular behaviors or skills. Vague, general answers are not acceptable. Instead, the candidate must describe in detail a particular event, project, or experience; explain how he/she dealt with the situation; and summarize the outcome.

FORMULA for responding to behavioral questions: PAR

Identify the Problem

Describe the Action you took

Summarize the Result

### **Examples of behavioral interview questions:**

- Describe a time when you were faced with problems or stressors 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 which you had to deal with a very upset customer or coworker.
- Give me an example of a time when you had to show leadership.
- Tell me about a time you failed at something, and explain what you might have done differently. (*Do you take responsibility or blame a problem on something/someone else?*)
- Tell me about a time when you were faced with a dilemma or an obstacle and tell me how you responded to that situation. (*How do you go about overcoming obstacles?*)
- Describe a time when you were working as part of a team, and one of the team members didn't do his or her share of the work. (*Can you work effectively with other people and help resolve interpersonal problems when they arise?*)

## ***Traditional Job Interview Questions***

- Tell me about yourself.
- What do you see as your greatest strength, and what would be your greatest weakness?
- What do you know about our company?
- What is it about this particular job that appeals to you?
- What are your career goals? Why did you choose this career path?
- What makes you a good candidate for this position?
- What would you do if your supervisor told you to do something illegal?
- What did you like most/least about your last job?
- What does good customer service mean to you?
- In your opinion, what are the characteristics of an outstanding team member?
- What professional or civic organizations do you belong to?
- What would your last supervisor say about you?
- What motivates you? How do you motivate others?
- How do you handle high pressure, stressful situations?
- Which of your accomplishments has given you the most satisfaction, and why?
- Why should I hire you?



## ***Questions You May Ask***

*At the end of the interview, the interviewer will often ask if you have any questions. This is a good opportunity to gather more information and determine whether or not you're interested in the job. It's a good idea to come to the interview with some questions prepared ahead of time. Here are some examples of good questions to ask of the prospective employer.*

- What qualities are you looking for in the person you select to fill this position?
- Would you please describe a typical day for the person working in this job?
- If hired, would I be filling a newly created position, or replacing someone?
- How would I be trained or introduced to the job?
- What are the department's (or company's) goals?
- Who would I be working with, and what do they do?
- How and when would I be evaluated?
- If hired, who would be my immediate supervisor?
- What types of skills or experience are most important to be successful in this position?
- How many people work for this department/company?
- What would I be expected to accomplish within the first six months on the job?
- When do you expect to make a hiring decision?