

## Behavioral Interview Questions

### REPETITIVE TASKS

Give me an example of a time when you had to do a job that was particularly uninteresting, and tell me about it. How did you deal with it?

### GOAL SETTING

Tell me about an important goal that you have set in the past and what you did to accomplish it.

Give me an example of an important goal that had been set *for* you and tell me *what the results achieved*. What specific steps did you take to reach it? Did you reach the goal? Why or why not?

### INTERACTION AND COPING SKILLS

Give me a *specific example* of a time when you had to deal with a difficult person on the job. Describe the situation and the difficulty, and tell me how you handled it. What was the outcome? What did you learn?

Tell me about a high stress situation when it was desirable for you to keep a positive attitude despite your own feelings. What happened? What was the outcome? How did this affect you?

### COMMUNICATION AND INTERACTION SKILLS

Give me an example of a time when you experienced miscommunication with a customer or fellow employee. What happened? How did it end? How did you handle it?

Describe a time when you realized you needed to make an improvement in your communication skills. What happened? How did you find out? How did you deal with it? Tell me how you managed the situation. Were you able to make the necessary changes? Why or why not?

Think of a particularly challenging customer that you had to deal with on your last job. Tell me what happened and how you handled it.

Tell me about a time when your listening abilities obviously affected your communications with a coworker or a customer.

## **FOLLOWING POLICY AND PROCEDURE**

Tell me about a specific time when an upper level policy change or decision held up your work. What happened? How did you respond?

Describe a situation in which you felt it might be justifiable to break company policy or alter a standard procedure. What did you do? Why? What was the outcome?

Select a strict and meaningful policy or regulation that you had to conform to in your last position. Tell me about it and how it affected you. Did you agree with it? Why or why not? Did you conform with it? Why or why not?

## **FLEXIBILITY**

What methods or processes have you used when you were facing a transitional change in your job responsibilities to ensure a positive outcome for you and the company?

## **DIPLOMACY**

What types of things in your work have upset you, and how did you react to those situations? Please use specific examples.

Describe a time when you communicated some unpleasant feelings to your supervisor. What happened?

## **DECISIVENESS**

Give me an example of a time when you were faced with a difficult decision affecting an important aspect of your job. How did you deal with it? What happened?

Give me an example where you were particularly skillful in making a decision quickly

## **PROBLEM SOLVING**

What were the major obstacles that you overcame in your last job? How did you deal with them?

Tell me about any experience you have had turning a problem into a success. Be specific.

Describe a situation when you worked with a person whose personality was the opposite of yours. How did you deal with it?

Give me an example of a problem that you faced on any job you have had and how you went about solving it.

Tell me about a time when you were systematic in identifying potential problems at work

## **COMMITMENT AND INITIATIVE**

Give me an example of a time when you went beyond your employer's normal job expectations in order to get a job done.

## **TEAMWORK**

What did you do in your last job to contribute toward a teamwork environment? Describe how you felt your contributions affected the team.