



Sample Behavioral- Based Interview Questions

The key to success in interviewing is practice, so we encourage you to take the time to reflect on your experiences and prepare answers to these questions using the STAR approach*, or another recommended method. Do not memorize answers; just prepare by having a mental outline to follow in response to each question.

Following is a list of sample behavioral-based interview questions:

- Tell me about a time when you were faced with a stressful situation that demonstrated your coping skills.
- Give me a specific example of a time when you applied good judgment and logic in solving a problem.
- How do you prioritize tasks? Give an example.
- Give an example of a time when you motivated others.
- Share a specific example of a time when you had to conform to a policy with which you disagreed.
- Talk about a time when you went above and beyond the call of duty in order to complete a job or project.
- Describe a project or situation in which you used your analytical skills.
- Discuss a time when you had to make a difficult choice between your career and personal life.
- Talk about a time when you had to make a split second decision.
- Discuss a time when you set a goal and did not achieve it.
- How do you usually manage conflict? Give me an example.
- Tell me about a time you were able to successfully work with another person even though that individual may not have personally liked you (or vice versa).
- Discuss a challenging decision you've made in the last year.
- Describe a team experience that you found disappointing. What could you have done to prevent it?
- Give two examples of things you've done in previous jobs that show that you are willing to work hard.
- Share an example of a time when you took initiative and demonstrated leadership.
- Tell me about a time when you made a mistake and how you responded in the situation.
- Describe a situation in which you used persuasion to successfully convince someone to see your point of view.
- Talk about a situation in which you were confronted with an angry co-worker or customer. How did you manage the situation?
- Tell me about a time when you delegated a project effectively.
- Give me an example of a time when you used your fact-finding skills to solve a problem.
- Describe a time when you missed an obvious solution to a problem.
- Talk about a situation in which you anticipated potential problems and developed preventive steps.
- Discuss a time when you had to make an unpopular decision.

S.T.A.R. Approach to Responding to Interview Questions

Situation and Task-Describe the situation that you were in and the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.

Action -Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did -- not the efforts of the team. Don't tell what you might do, tell what you did.

Result -What happened? How did the event end? What did you accomplish? What did you learn?

Example

Situation: When I worked at Fareway as a cashier, I had a customer tell me that I did not give her the correct change. She stated that she had given me a \$20 bill, and that I had only given her change for a \$10.

Task: I needed to confirm how much cash she had given me to determine whether I had offered the correct amount of change.

Action: First, I thanked her for bringing the situation to my attention, and I assured her that we would figure out the correct amount of change owed to her. I asked her for her name and phone number, and I told her that when my manager balanced the cash drawers at the end of the shift, we would look for a \$10 overage. I assured the customer that my manager would contact her to let her know, either way.

Result: As it turned out, my cash drawer was over by \$10. My manager called the customer to notify her about the error, and apologize. Now, when a customer hands me cash, I wait to place the bills in my cash drawer until after I count back their change. My cash drawers have balanced, ever since.