



Behavioral-Based Interviews

Behavioral-based interviewing is often used by employers based on the premise that the most accurate predictor of the future is past performance in similar situations.

HOW TO PREPARE

Identify successful situations you have been involved in and are proud of, and then identify situations that didn't work out as planned, but where you handled the challenges well. Be able to answer specific questions using those situations/experiences. The best way to accomplish this is to use the four-step STAR process.

Situation	Describe a specific situation that you were in. This situation can be from a previous job, a volunteer experience, a school project, or any relevant event.
Task	Describe the task you needed to accomplish. What was the goal?
Action	Describe the action you took and keep the focus on what YOU did.
Results	Explain the results you achieved. What happened? How did the event end? What did you accomplish? What did you learn?

SAMPLE STAR QUESTION & ANSWERS

Question: Tell me about a time when you demonstrated leadership.

Not quite there...

S – I am a member of the Animal Rescue Club and am in charge of our fundraising events.

T – I was responsible for all the logistics of the event and making sure it was successful.

A – I made sure we had all the resources and enough volunteers to staff the event.

R – The event was very successful. Everyone had a good time and it went smoothly.

A better answer...

S – I'm an active member of the Animal Rescue Club. We do many activities including fundraisers for charity.

This year the charity we worked with was Save-an-Animal Shelter, which is a facility that provides care and rehabilitation for abandoned, neglected, or abused animals.

T – For the fundraiser, we decided to sponsor a concert with several local bands. I volunteered to be in charge of the event. This included handling all the logistics of the bands and necessary equipment, advertising the event, scheduling security for the event, and staffing the event with volunteers. The goal was to have over 200 people attend and raise over \$1,000.

A – First, I assembled a team of six members from the club to help with the event. I met with the team to identify all of the tasks that needed to be accomplished, and then I made assignments. It was very important to me that goals were set and that I established a timeline to meet those goals. As the team worked to plan the concert, I kept in contact with each team member and helped them solve problems that came up. One week before the event, the bands were booked and the equipment was rented. Posters and flyers were posted all over campus, and emails were sent to various email lists. I trained and met with the volunteers regularly and personally contacted them the week before the event to be sure they were still able to help and understood their roles.

R – The event was a big success. Over 300 people attended the concert and \$1,500 was raised for the shelter. I'm proud to report that we didn't have any safety issues because I had arranged for campus security to be there. I am very pleased with the outcome of this event. I worked really hard to manage the team and the volunteers to make sure the event was successful.

Sample Behavioral Questions

ADAPTABILITY

Tell me about a time when you had to work with a difficult coworker.

LEADERSHIP

Share an example where you utilized strong leadership skills.

PROBLEM SOLVING

Describe a problem you were faced with and how you handled it.

COMMUNICATION

Give me an example of a time when you had to use good communication skills in dealing with a difficult or upset client.

WORK ETHIC

Tell me about a situation that shows you have a strong work ethic.

DECISION MAKING

Explain a tough decision you made and how you came to the conclusion you did. Would you make the same decision if you could do it again?

GOAL SETTING

Give me an example of a time when you set a goal and were able to meet or achieve it.

PRIORITY SETTING

Describe a time when you managed several cases simultaneously.

STRESS MANAGEMENT

Tell me about a really busy workday that went smoothly. What occurred and how did you handle it?

OBSTACLES

Explain a time when you did something wrong and how you addressed it.

WORK QUALITY

Tell me about a specific situation that addresses the pride you take in the quality of your work.

FLEXIBILITY

Describe a time when you had to completely change your plans because something unexpected happened. How did you handle the change in plans and what was the result?

***Remember to always stay positive. Focus on your skills, the solution, or how you overcame difficult circumstances, not the problem, difficult person, or situation. Also make sure to keep the focus on you and what you did, not your team or coworkers.**