

Behavior-Based Questions

1. Describe a situation in which you were expected to work with a person that was difficult to work with. How did you learn to get along with him/her?
2. Give me an example of when you had to interact with an unhappy customer or client.
3. What was the most creative idea you introduced on the job? How did you persuade your manager to do what?
4. How do you respond when your plans for the day get changed unexpectedly?
5. Describe a situation at work when you had to make a difficult decision and were uncertain about the outcome.
6. How would you respond when you are communicating with someone and it becomes apparent that they don't understand what you're saying or vice versa?
7. On a scale of 1 to 10, with 10 being the highest, where would you rate yourself in the area of dependability? Why?
8. Have you ever been in a situation where another person, for some reason, had a negative opinion of you? How did you overcome the negative impression?
9. Describe a time when you had to deal with conflict that involved a co-worker or a subordinate.
10. Describe how you schedule your time on an unusually hectic day. Give a specific example.
11. What important goals have you set in the past, and how successful have you been in accomplishing them?
12. Have you worked in a situation where there were constant surprises or unanticipated events coming to your attention? How did you deal with them?
13. Tell me about a major obstacle you had to overcome on one of your past jobs and what did you learn from it?
14. Sooner or later, everyone makes mistakes. Describe a mistake you made on one of your last jobs? What happen and what did you learn from it?
15. Would you describe yourself as being more logical or intuitive in solving problems? Give me an example that shows your style of problem solving.
16. Describe how you delegate responsibility in your current job.
17. Have you ever had to take over a leadership role unexpectedly? If so, how did it work out?
18. Which of your strengths contribute most to your leadership ability?
19. Tell me about a time when you had to cope with strict deadlines or time demands.

S.T.A.R. – A tool for answering Behavioral Questions

Remember S.T.A.R. stands for the following:

- **S-situation** -- Explain the situation that you are going to talk about. Mention what position you held, what time of year it was, anything that will be relevant to the meaning of the experience.
- **T-task** -- Explain the problem that you or your employer were facing at the time and mention all of the pertinent details.
- **A-action** -- What did you do to remedy the situation? What action did you take to solve the problem?
- **R-result** -- What happened as a result of your action? What did you learn from this and what skills did you develop or improve?

Practice Behavioral Questions by thinking of situations at work or school in the community college where you have demonstrated certain skills. Examples would be leadership, teamwork, communication, collaboration, and conflict resolution to name a few.

TYPICAL INTERVIEW QUESTIONS

Traditional Questions:

1. Tell me about yourself.
2. Why do you think you might like to work for our company/organization?
3. What do you know about our company/organization?
4. What type of work do you like best?
5. Why did you leave your last job?
6. Do you plan to continue your education? What are your educational goals?
7. What qualifications do you have that make you feel you will be successful in this job?
8. Describe your current responsibilities. Which are the most difficult? Which are the easiest?
9. Did (do) you enjoy your education? What courses did you like best? Least? Why?
10. Do you prefer working with others or by yourself? Why?
11. How would your co-workers describe you?
12. How do you feel about overtime work? Do you have any schedule restrictions?
13. What two or three accomplishments have given you the most satisfaction? Why?
14. What can you contribute to our organization?
15. Are you willing to relocate?
16. Are you willing to spend at least six months as a trainee?
17. Where do you want to be five years from now, in terms of your career?
18. Give some examples of projects on the job or in school in which you were highly motivated.
19. What are the most crucial things you learned on your first few jobs?
20. What do you consider to be your three major strengths? What about any weaknesses?
21. Why do you want this job?
22. Think of the best supervisor you ever had. What made him/her special?
23. What are some of the characteristics of an outstanding supervisor or manager?
24. What are (were) your grades like in school? Your overall GPA? Major GPA?
25. What extra-curricular activities do you engage in?
26. What factors influenced you to choose your present career?