

Behavior-Based Interview Questions

From the Career Snack on “Why Didn’t They Pick Me?”

Decision-making and Problem Solving

- Tell me about a goal you have set for yourself in the past, and how successful you were in accomplishing it.
- Have you heard the expression "being able to roll with the punches?"
- Tell me about a time when dealing with a difficult person.
- Describe a situation in your last job where you could structure your own work schedule. How did you go about it?
- Tell me about a time when an upper level decision or policy change held up your work.
- What was one obstacle your had to overcome in your last job, and how did you do it?
- Now, describe an obstacle in you last job that you were not able to overcome.
- Give me an example of a time when you had to be assertive in giving directions? What was the outcome and how did you manage it?
- Tell me about a time when planning and organization on your part helped offset a potential emergency or surprise in your work environment.
- Tell me about a time in which you feel you worked within the system, handling a political situation effectively.
- What obstacles, which you had to overcome in your last job and how did you deal with them?
- Describe a tough decision you made when no policy existed, and tell me what you did.

Spoken Communications

- Describe a time when you had to communicate some unpleasant feelings to a supervisor. What did you do?
- Tell me about a time when you didn't communicate something unpleasant, but should have.
- What experience have you had with miscommunication with a customer or fellow employee, and how did you solve the problem?
- Tell me about a specific experience of yours that illustrates your ability to influence another person verbally?
- What has been your experience in making presentations or speeches to small or large groups? What has been your most successful experience in speech making?
- What types of experiences have you had in talking with customers or clients? Specifically, tell me about a time when you had to communicate under difficult circumstances?
- Give an example of a time when you had to be assertive in giving directions to others. What was the outcome and how did you manage it?

- We all have areas where we need improvement. Describe a time where you made a mistake that illustrates your need for improvement.
- Describe for us two specific instances where you've had to utilize your public relations skills in behalf of the organization. What was the outcome of these efforts? How did the organization benefit?

Analytical Problem Solving

- Tell me about a time when you were systematic in identifying potential problems at work. Feel free to show showcase your analytical skills.
- Give me an example of any time when you used tools such as survey data, library research or statistics as important contributors to the definition of a specific problem.
- Enumerate the analytical tools with which you feel competent, then give me an example from any time in your history, which shows your ability to use analytical techniques to define problems or design solutions.
- When you had a job to do that was particularly uninteresting, how did you deal with it?
- Describe a tough decision you made when no policy existed, and tell me what you did.
- Good problem solving often includes a careful review of the facts and weighing of options before making a decision. Give me an example of how you reached a practical business decision by an organized review of the facts and weighing of options.
- In many problem situations, it is often tempting to jump to a conclusion to build a solution quickly. Tell me about a time when you resisted this temptation and thoroughly obtained all facts associated with the problem before coming to a decision.
- When we get emotionally involved in a problem situation, it is often very difficult to be objective. Tell me about a time when you were proud of your ability to be objective even though you were emotional about a problem situation.