BEHAVIORAL INTERVIEWING

West Texas A&M University — Career Services

Behavioral or competency-based interviewing is quickly gaining popularity among employers, because unlike traditional interviewing, behavioral inter-viewing focuses on specific examples of past behavior that can be used to predict future actions and attitudes.

A behavioral interview is a structured, goal-oriented interview process that helps an employer evaluate applicants and improve the "fit" between people and jobs.

How Can I best Answer Behavioral Interview Questions?

Candidates can prepare for behavioral interviews by reviewing the position qualifications and identifying examples from past experiences that relate to those requirements. A complete answer to a behavior-based question must explain the task or problem for which you were responsible, the specific actions you took, and the results of your actions.

The S.T.A.R.. model provides an easy framework to help you organize your responses and articulate your skills.

> ***Situation and Task***: Think of a situation or task in which you were involved in that had a positive outcome. Describe any obstacles you encountered in this situation.

> ***Action***: Specify what actions you took in this situation to overcome the obstacles and achieve your results.

> ***Result***: Highlight the positive outcomes.

With an understanding of the behavior-based interview technique, with good preparation, and by remembering the S.T.A.R. model, you will be a candidate who interview with confidence and leave a good impression.

Sample Behavioral Questions

Describe a situation where you had to "think on your feet" to handle an emerging unexpected situation. (creativity and imagination)

Tell me about a time when you failed to meet a deadline. What things did you fail to do? What were the repercussions? What did you learn? (time management)

Describe a situation in which you recognized a potential problem as an opportunity. What did you do? (initiative)

Give me a specific example of a time when you sold your supervisor or professor on an idea or concept. How did you proceed? What was the result (assertiveness)

Describe a time when you got co-workers or classmates who dislike each other to work together. How did you accomplish this? What was the outcome? (teamwork)