

BEHAVIORAL INTERVIEWING

“What you didn’t learn in your tech classes”

The basic premise behind behavioral interviewing is: **The most accurate predictor of future performance is past performance in a similar situation.** This method of interviewing is different from traditional interviewing techniques by trying to elicit a more specific example from a candidate. In this technique employers determine which skills are necessary for the position and ask very pointed questions to determine if the candidate possesses those skills.

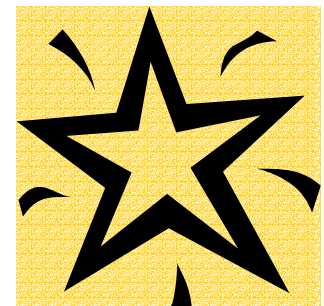
If presented with behavioral interview question make sure your response is specific and detailed. Tell them about a particular situation that relates to the question, not a general one. Respond by describing a situation or task you had to accomplish, the action you took to resolve the task and the result of the situation. The following acronym will help you remember how to respond to behavioral interview questions:

S ☆ Situation

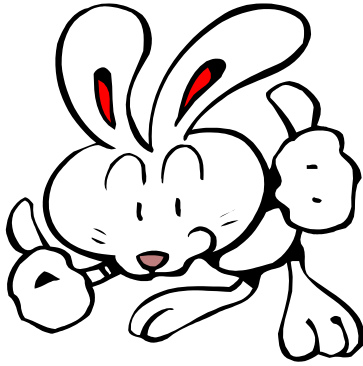
T ☆ Task

A ☆ Action

R ☆ Result(s)



The following are the different skills employers look for in a candidate as well as an explanation and an example of the type of question that may be asked.



Leadership – *Able to influence the actions and opinions of others in a desired direction; to exhibit judgment in leading others to worthwhile objectives.*

- ✓ Give me an example of a time when you used facts and reason to persuade another person to take action. Be specific.
- ✓ Describe a time when you guided or directed others to obtain a recognized objective.

Alertness – *Able to be attentive to all aspects of the environment while working to monitor environment during routine activity.*

- ✓ Describe the steps you've taken to stay familiar with problem areas on your current job.

Tolerance of Ambiguity – *Able to withhold actions or speech in the absence of important information; deal with unresolved situations, frequent change, delays or unexpected events.*

- ✓ Sometimes it is necessary to work in unsettled or rapidly changing circumstances. When have you found yourself in this position? Tell me exactly what you did.

Organization & Planning – *Able to organize or schedule people or tasks, to develop action plans leading to specified goals, and to plan effectively.*

- ✓ Time management has become a necessary factor in personal productivity. Give me an example of any time management skill you have learned and applied at work. What resulted from the use of the skill?

Analytical Problem Solving – *Able to use a systematic approach in solving problems through analysis of problem and evaluation of alternate solutions; use logic, mathematics or other problem solving tools in data analysis or in generating solutions.*

- ✓ Identify the analytical tools with which you feel competent, then give me an example from any time in your working history which shows your ability to use analytical techniques to define problems or design solutions.

Decision Making – *Able to take action solving problems while exhibiting judgment and a realistic understanding of issues; able to use reason, even when dealing with emotional topics.*

- ✓ Describe a major work problem which you have faced and describe your method of dealing with it.

Commitment to Task – *Able to start and persist with specific courses of action while exhibiting high motivation and a sense of urgency; willing to commit to long hours and make personal sacrifice in order to reach goals.*

- ✓ Give me an example of any specific time in which you found it necessary to give long hours to the job; when it was necessary to take work home, work on weekends or maintain unusually long hours. Be specific.

Team Building – *Able to work with people in a manner to build high morale and group commitments to goals and objectives.*

- ✓ We cannot do everything ourselves. Give me an example of a time when you dealt with this reality by creating a special “team effort” at work. Highlight the special aspects of the situation which best demonstrates your skill in this area.

Policies & Procedures – *Able to relate to routine operations in a manner that is consistent with existing solutions to problems; conform to established policies and procedures; log work activities.*

- ✓ When have you found it necessary to use detailed checklists/procedures to reduce potential for error on the job? Be specific.

Versatility – *Able to modify one’s own behavioral style to respond to the needs of others while maintaining one’s own objectives and sense of dignity.*

- ✓ What is an example of your ability to change when a situation required you to?

Communication – *Able to convey understanding, both written and orally, in an organized, well-thought out manner with all levels of individuals in an organization.*

- ✓ Describe a time when you had to inform others of an idea or project you were proposing.

Intelligence – *Able to troubleshoot, solve problems, apply technical knowledge, and interact with others effectively.*

- ✓ Provide an example of your ability to figure out a difficult problem. What were the actions you took and the process that helped you decide on those actions?

Self-Confidence – *Demonstrate a sense of maturity and faith in one’s self to indicate that one can get the job done, despite difficult circumstances.*

- ✓ Describe a time when you were overwhelmed with an obstacle, but were determined to complete the task, despite the barriers.

Conflict Resolution – *Able to mediate tense interactions among two or more parties (i.e. client and service provider, team members, etc.)*

- ✓ When were you successful at helping two parties resolve their differences in a work situation? Provide a detailed example.

Goal-Oriented – *Have a purpose or direction in the work that one does.*

- ✓ Provide an example of how you set a goal, work towards it completion, and finished the project satisfactorily.

