

# BEHAVIORAL BASED INTERVIEWING QUESTIONS

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## Problem Solving / Analysis

Tell me about a problem you solved when others around you could not?

What was one of the toughest problems you have ever solved? What process did you go through to solve it?

Do people ever come to you for help in solving problems? Describe what kinds of problems and why?

How do you begin to solve a problem that initially seems insurmountable?

What do you do when you are faced with an obstacle to an important project? Give me an example.

How do you analyze different options to determine which is the best alternative?

## Communication Skills

Give an example of how you carefully consider your audience prior to communicating with them? What factors influence your communication?

When do you think it is best to communicate in writing? And when do you think it should be handled face-to-face?

Describe a time you used your communication skills to negotiate with an angry person.

Tell me about a time when effective listening skills helped you in a problematic situation.

What do you do when you think someone is not listening to you?

Have you ever given a presentation to a group? How did you prepare for it? What would you do differently?

Describe a time when you were able to overcome a communication barrier(s).

## Teamwork Questions

When groups work together, conflict often erupts. Tell me about a time that conflict occurred in one of your work groups. What you did about it?

Tell me what role you play within work groups and why.

How would people you work with describe you?

Tell me about the most effective contribution you have made as part of a task group or special project team.

Tell me about a time you pitched in to help someone finish a project even though it "wasn't your job." What was the result?

Have you ever been in a position where you had to lead a group of peers? How did you handle it? Tell me about problems you had and how you handled them.

Tell me about a time you worked in a cross functional team? Were there different challenges compared to a departmental task team?

Tell me about a situation where political power plays affected team dynamics. How did you and/or the team overcome or avoided this situation?

### **Learning Questions**

Describe a time when you took a new job that required a much different set of skills.

Have you had an occasion when a prior strength actually turned out to be a weakness in another setting? How did you cope?

What area of your last job was most challenging for you? Why was this specific part of the position difficult? Is this still challenging? Why or why not?

Tell me about the one person who has influenced you the most within your career? Were they a manager or mentor? What did you learn from them? Why do you think you learned so much from them?

### **Diversity Questions**

What kinds of experiences have you had working with others with different backgrounds than your own?

Tell me about a time you had to alter your work style to meet a diversity need or challenge?

How have you handled a situation when a colleague was not accepting of others' diversity?

### **Interpersonal Skills**

Describe how you like to be managed, and the best relationship you've had with a previous boss.

Describe what you see as your strengths related to this job/position. Describe what you see as your weaknesses related to this job/position.

Explain the phrase "work ethic". And tell me about yours.

What kind of people do you find the most difficult to work with? For example, assume you are in a situation where you have to deal with a person very different from yourself and you are finding it difficult. What would you do?

Describe a difficult time you have had dealing with an employee, customer, or co-worker. Why was it difficult? How did you handle it? What was the outcome?

How would your past employers describe your response to hectic or stressful situations?

How would your co-workers describe your work style or work habits?