



BEHAVIOURAL INTERVIEW QUESTIONS

Behavioural interview questions are based on the principle that how you performed in the past will indicate how you will perform in the future. They give you the opportunity to present examples of how you've used your skills and attributes in specific work-related situations.

Before the interview, it's a good idea to think about some of the likely scenarios you may be asked. During the interview, if the question is not clear then ask for clarification.

Use the '**STAR**' method to structure your responses:

- **Situation** - a brief outline of the situation
- **Task** - what tasks needed to be achieved
- **Action** - the steps you took to complete the task
- **Results** - what outcomes were achieved?

Use all your life experiences as examples for your answers. Behavioral interview questions often require you to give examples from your past work experience. This can pose a problem for younger job candidates who haven't held many, if any, prior jobs. To get around your lack of work experience, call on all your life experiences. Take examples from university, casual or any volunteer work that you may have done to answer the question.

Following are some common behavioural interview questions:

Tell us a little about yourself.

This is often asked at the beginning of the interview because it gets you talking. Be careful though not to give the interviewer your life story. You don't need to explain everything from birth to present day. Relevant facts about education, your career and your current life situation are fine.

Tell me about a recent project you accomplished that you are proud of.

Accomplishments are all about the ability to set and achieve objectives, and having the drive to get the job done by developing a strategy and executing it. Highlight your resilience and persistence to complete the task.

Have you ever had to change your working style to accommodate your supervisor or manager? What did you do?

Adaptability is important. Tell a story that shows you can be effective and productive in different environments, with different responsibilities and with different people. That you can adjust your communication style and behaviour to match changing tasks and work demands. Show that you're willing to try new approaches and embrace change positively.

Describe a team experience you found rewarding.

Show that you exchange information freely and openly to other team members. How you listen to and acknowledge the input of others. Relate how you use empathy when dealing with team members. That you ask for and encourage feedback and support team decisions.



BEHAVIOURAL INTERVIEW QUESTIONS

Describe a situation when you were able to strengthen a relationship by communicating effectively. What made your communication effective?

Your story should demonstrate your ability to listen with empathy and respect and to ask appropriate questions to clarify details. Also show that you can express yourself clearly and logically using appropriate language and communication style.

Discuss an important decision you have made regarding a task or a project at work. What factors influenced your decision?

Here the interviewer wants to know about your judgement and whether you follow the decision – making process. Your story should include – gathering information and facts, working out possible courses of action, considering the implications and consequences of the actions and carrying out the most appropriate course of action. Involving the stake-holders in the process is another important aspect of decision-making.

Provide an example of when you showed initiative and took the lead.

The interviewer is looking for someone who is able to solve problems without being asked, anticipating challenges rather than just reacting to them. Someone who can work independently, seek out new opportunities and who is willing to look for ways to improve themselves and their work environment.

Describe a situation that required you to do a number of things at the same time. How did you handle it? What was the result?

Relate your ability to plan and organise to the following actions – establishing clear objectives, setting priorities, making the best use of resources available, monitoring progress and adjusting your activities where necessary.

Tell me about a time when you encountered conflict in the workplace and how you handled it.

This is where you can discuss effective management skills and your ability to handle various challenges. Describe your most difficult management task and the skills you used to deal with it, such as organisational and interpersonal skills, your perseverance and diplomacy.

What are your career goals?

Don't mention goals you know are most likely not attainable. Give realistic answers, such as a management promotion in three to five years. Consider your past (did you rise quickly or travel a rocky road?) and use this as a guideline for what seems reasonable.

One of our company's biggest challenges is..... How would you deal with this?

Begin by asking for more details before trying to answer this question. It's helpful to try to break the challenge into sub-challenges, in which you may have prior experience. Tell how you would deal with these areas, and try to summarise with the method you would use to solve the overall problem. This is a great opportunity to present your analytical and organisational skills.

Most importantly.... Why should we hire you?

Take this opportunity to reveal your organisational skills, positive attitude and confidence. Restate some of the key aspects of the job (which you've gleaned from the interview) and describe the traits that make you an ideal candidate for the position.