Behavior Based Interview Questions

Why use Behavior Based Interview Questions?

- Identify job-related experiences, behaviors, knowledge, skills and abilities that we are looking for, such as:
  - Communication skills, both verbal and written
  - Attention to detail
  - Ability to delegate and assign jobs
  - Willingness to learn
  - Self-confidence
  - Teamwork
  - Professionalism
  - Customer Oriented
  - Data entry and creating reports
- Evaluate a candidate's experiences and behaviors to determine the applicant's potential for success within UT.

Here is a list of sample behavioral-based interview questions:

**Trustworthiness**
- Please give an example of a time when your ethical conduct was challenged and how you dealt with the situation.
- Please tell me about a time when you demonstrated a high level of commitment to an organization through your words as well as your actions.

**Respect**
- Please describe a situation in which a person disagreed with you and what steps you took to work it out with that person.
- Please give an example of a time when you were able to build rapport with someone even when the situation was a difficult one.
- Please describe a situation where you had to deal with a very difficult or disagreeable person. Tell us what you did to handle it.

**Responsibility**
- Please tell us about a time when you had to go above and beyond the call of duty in order to get something done.
- Please describe a difficult obstacle you have had to overcome. How did you handle it?

**Fairness**
- Please describe a situation where you felt you were treated unfairly. How did you handle it?
- Please describe a situation when you and another person disagreed on how a situation should be handled. How did you resolve the difference?
Creativity
- Please think of a problem you have encountered where the old solution didn’t work and tell us what kind of new solution you created.
- Of your creative accomplishments, great or small, at home or at work, what gave you the most satisfaction?
- Please think of a time in your past when you took a risk. Give us a quick overview of the situation and then walk us through the situation and your part in it.
- What was the most challenging work or technical problem you ever encountered? What did you do?

Standards
- What are your standards of success in your job?
- In your position, how would you define doing a good job?
- Please tell us about a time when you felt you went beyond the call of duty in helping a client.
- Please describe a goal you set in the past and tell us about your success in reaching it.

Decision making skills
- The last time you did not know what decision to make, what did you do?
- How do you go about making an important decision?
- What was the last major problem that you were confronted with? What action did you take?
- Please give an example of a time when you had to carefully analyze a situation to be effective in guiding your action or decision.
- Please give an example of a time when you had to use your fact-finding skills to get information to solve a problem – then describe how you analyzed the information to come to a decision.
- Please give an example of when you had to be quick in making a decision. What was the outcome?
- Please give an example of when you had to make a decision without consulting your boss. What did you do?
- How do you handle a heavy workload with many deadlines?
- You are given several rush projects to be completed in a short period of time. How would you establish priorities?
- Please tell us about work-related situations that cause stress for you. How do you typically handle such stress?

Attention to Detail/Time Management
- Describe an experience when you were responsible for coordinating several small tasks to accomplish a large job.
- In your last job, if something wasn’t due for several weeks, when and how did you approach getting it done?
- How do you prioritize your daily tasks or decide what you should work on next?
- Give a specific example of a time when you failed to meet a deadline. What things would you change?
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- Give an example of a situation when you faced many competing priorities and discuss what criteria you used in deciding what to do first.
- Tell us about a time when you were unable to complete a project on time.
- Tell us about a job/task that was boring. How did you deal with it?
- What do you do when your schedule is upset by unforeseen circumstances? Please provide an example of when this has happened.

Performance

- Provide examples of your three most important accomplishments.
- Tell me about a challenge you faced in a previous work situation. How did you respond?
- Tell us about a time when you experienced a setback while working on a project.
- In your opinion, what is the most important function of a manager?

Interpersonal/Communication Skills

- Describe a tough situation in which you had to talk to people to get information you needed to make an important decision or recommendation. What was challenging about the situation? What did you do?
- Tell us about a time when you had to communicate unpleasant information to an employee or co-worker.
- How do you handle “complainers”?
- Give an example of a time when you believed it was necessary to be assertive to get what you needed from your manager or supervisor.
- Please tell us about a time when you had a conflict with a co-worker or supervisor. How did you handle the conflict and what was the final outcome?
- Name one recent success you had in dealing with an unhappy customer, co-worker, vendor, etc. How did you accomplish it?
- In the past when you have started new jobs, how did you establish good relationships with your co-workers?
- Tell us about a time when you had to use your written communication skills to get an important point across.
- Give us an example of a miscommunication with a co-worker or employer. How did you solve it?

Leadership

- Describe for me a time when you had to delegate to a person with a full workload, and how you went about doing it.
- Tell us about a time when you were assigned to lead a work team or major project.
- Describe a time when you believed it was necessary to modify or change your actions to respond to the needs of another co-worker.
- How do you get people who do not want to work together to establish a common approach to a problem?
- Tell us about a time when you took charge as a leader in a work situation without being formally assigned to that role by your boss.
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- Give an example of a time when you had to take the lead with your work group to get a task done. How did you get cooperation?

**Customer Service**
- Tell me about a time when you had to deal with an irate customer.
- Tell me about one or two customer-service related programs that you’ve done that you’re particularly proud of.
- Tell me about a time when you made a lasting, positive impression on a customer.

**Teamwork**
- Give me an example that would show that you’ve been able to develop and maintain productive relations with others, though there were differing points of view.
- Tell me about a time when you were able to motivate others to get the desired results.
- Tell me about a difficult situation with a co-worker, and how you handled it.
- Tell me about a time when you played an integral role in getting a team (or work group) back on track.
- Tell us about a time when you were on a team and one of the members wasn’t carrying his or her own weight. What actions did you take?
- Please give a specific example of a time when you helped or supported a co-worker.
- How do you get cooperation from co-workers, other departments, etc.?
- Tell us about a time you initiated a team approach to solve a problem. Describe the role you played on the team and comment on your effectiveness.
- Tell us about a project of which you are particularly proud and your contribution.

**Initiative/Innovation**
- Give an example of something you recommended that was adopted.
- Give an example of a project you were responsible for starting. How did it work out?
- Tell us about a time when you had to produce results without sufficient guidelines or information. What did you do?
- Tell us about a time when you had to change your plan or approach to get an important job done.
- Describe a specific problem you solved for your employer. How did you approach the problem? What role did you and others play? What was the outcome?
- Tell us about some projects you generated on your own. What prompted you to begin them?
- Tell us about a time when you anticipated potential problems and developed preventative measures.

**Your Evaluation:**
- Did they describe the situation or task?
- Were they specific and include detail?
- Did they keep the focus on what they did and what they accomplished? (verses the team or others)
- Did they share what they learned or the results from the experience?