

# BEHAVIORAL BASED QUESTIONS IN INTERVIEWS

During most interviews, employees will ask behavioral-based questions which are aimed at getting you to provide specific examples of how you have developed and utilized the required skill set for the job. This method is relied on to evaluate your experiences and behaviors and use them as indicators of your potential for success.



## **To answer the question completely, use the CAR formula as outlined below.**

**Circumstance:** Describe the situation you were in or the task that you needed to accomplish. Describe a specific event or situation.

**Action You Took:** Describe the action you took. Even if you are discussing a group project or effort, describe what you did, not what the team did.

**Results You Achieved:** Describe what happened and what you accomplished. Wherever you can, quantify your results.

## **Sample Behavioral-Based Interview Questions**

### **Customer Service:**

1. Tell me about a time when you were dealing with a customer who was unhappy or dissatisfied with a product or service, etc. Describe the situation and your role in responding to the circumstances. What was the outcome?
2. Tell me about a time when you had to assist more than one customer simultaneously.

### **Teamwork:**

1. Give me an example of a time when you worked as a member of a successful team. What were the characteristics of individual team members, and what contributed to the success of this team?
2. Tell me about a time when you disagreed with a supervisor or coworker on how to implement a task. What did you do and what was the end result?

### **Time Management/Organization:**

1. Give me an example of a time when you were given a significant amount of responsibility to get something done. What was the outcome?
2. Describe a situation in which you had several things to do in a limited time. How did you handle it? What was the outcome?
3. Describe a goal that you established for yourself. How did you go about achieving it?

### **Leadership:**

1. Give me an example of when you showed initiative and took the lead.
2. Describe a situation in which you were able to positively influence the actions of others in a desired direction.

### **Problem Solving Skills/Stress Management:**

1. Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
2. What is your typical way of dealing with a conflict? Give me an example.
3. Tell me about the most challenging or difficult problem you have faced at work, in college or as a volunteer. What decisions did you make and/or what steps did you take to resolve the problem? What were the results?