

## UNSW Careers and Employment

# Sample Behavioural Questions

- Adaptability
- Attention to Detail
- Career ambition
- Creativity
- Customer service focus
- Decision Making
- Delegation
- Developing others
- Influencing / persuasiveness
- Initiative
- Management / supervision
- Negotiation
- Personal standards
- Planning and organising
- Problem solving
- Quality (Drive for quality)
- Relationship building
- Teamwork
- Tenacity
- Working under pressure

### **Adaptability**

- How do you cope with change?
- Tell me about a time that you have had to adapt to a new set of circumstances or environment. What strategies did you use to help you adapt? What was the outcome?

### **Attention to Detail**

- What techniques have you adopted in the past six months to ensure the details associated with your job are followed through?
- Give me an example when attention to detail was important. How have you maintained it?

### **Career Ambition**

- What are your career aspirations?
- What motivates you?
- How would you define 'ambition'?
- Who / what has played the most significant part in your career development?
- What are you doing to address areas that need development?

<b>Creativity</b>	<ul style="list-style-type: none"> <li>Describe a situation in which you had to develop a creative or innovative solution to a problem. How did you go about it? What was the outcome?</li> <li>Can you think of a recent problem in which old solutions would not work? How did you solve the problem?</li> </ul>
<b>Customer Service Focus</b>	<ul style="list-style-type: none"> <li>Describe a situation in which you exceeded a customer's expectations. How did you go about it? The outcome?</li> <li>Sometimes we wish we could change the way we interact with customers. Tell me about a recent interaction you had with a customer that you wish you could change.</li> <li>Tell me about a time you dealt with an unhappy customer. What was the problem and how did you deal with it?</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>Tell me about the toughest decision you have had to make at work. Why was it difficult? How did you go about making the decision? What was the result?</li> <li>What would you change, given the chance?</li> <li>Describe a time you deliberated over a decision for a long time. What was the outcome?</li> <li>What kinds of decisions do you make rapidly and which ones do you take time on? Please give me some examples.</li> <li>Can you give me two examples of good decisions you have made recently? What were the alternatives? Why were they good decisions?</li> </ul>
<b>Delegation</b>	<ul style="list-style-type: none"> <li>Tell me about a project / task you have recently delegated.</li> <li>Why did you delegate it?</li> <li>Describe the approach you took in delegating the task.</li> <li>What was the final outcome?</li> </ul>
<b>Developing others</b>	<ul style="list-style-type: none"> <li>Tell me about a time you rewarded / encouraged someone's performance. When developing people, we often have to take different approaches</li> </ul>
<b>Influencing / Persuasiveness</b>	<ul style="list-style-type: none"> <li>Sometimes we introduce ideas in the workplace that our colleagues don't agree with. Describe a situation in which you had to persuade people to accept an idea. How did you do it? What was the outcome?</li> <li>Tell me about a time that you overcame a customer's objections. What were they and how did you handle them?</li> <li>Describe a time you could not overcome a customer's objections. What happened? Would you do anything differently, given the chance?</li> </ul>
<b>Initiative</b>	<ul style="list-style-type: none"> <li>Tell me about a time that you demonstrated initiative.</li> <li>What instigated the idea / action?</li> <li>What was the outcome?</li> </ul>

## **Management/ Supervision**

- What does 'leadership' mean to you?
- Describe a situation in which you delegated work / tasks. How did you go about it? What was the outcome?
- Have you ever been required to deal with a team member who has performance problems? How did you handle it? What was the result? Would you do anything differently?
- Have you ever had to set goals and targets for individuals? How did you go about it? The result?
- How do you keep people around you motivated?

## **Motivation**

- How do you manage / sustain your motivation at work?
- Tell me about a time that you had targets or goals to work towards. How did you go about working towards those goals? What was the outcome?
- Describe a situation in which you felt particularly motivated at work. Why did you feel motivated? What was the outcome?
- Describe how you like to be managed. Why?
- Tell me about a time that you had the chance to motivate others. How did you go about it? What was the result?

## **Negotiation**

- Tell me about a time that you have had to negotiate.
- How did you go about it? What was the outcome?
- What was the outcome for the other party?
- Would you do anything differently?

## **Personal Standards**

- Have you ever had to compromise your standards in the interest of 'getting the job done'? Tell me about it.
- How are you capitalising on your strengths?
- What are doing to address areas which require development?
- Are you managing or supervising staff? If so, how do you go about setting them goals / targets?
- Have you ever had to deal with an employee who did not meet targets? How did you go about it?
- When judging the performance of your team members, what factors or characteristics are most important to you? Give examples.
- How have you rewarded staff who exceeded targets?

## **Planning & Organising**

- How do you go about managing your time at work?
- Tell me about a time that you had a project to complete. How did you go about planning for it?
- Tell me about a time that you had conflicting deadlines that were equally important. How did you manage that situation and what was the outcome? Would you do anything differently?

## **Problem Solving**

- Tell me about strategies or processes that you use to prevent problems before they arise.
- What sources of information do you use to keep aware of problems within your department?

## **Relationship Building**

- What has been the most difficult / complex problem you have had to resolve?
- Why was that problem more difficult than others?
- What steps did you take to resolve that problem?
- What was the final outcome? How did you evaluate the outcome?
- Would you have done anything differently?

## **Teamwork**

- Describe a situation in which you developed a relationship with a customer from scratch (internal or external).
  - How did you go about it? What was the result?
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- Give me an example of how you have added value to your team.
  - In what ways did it benefit the team?
  - In what ways have you assisted co-workers to improve their performance at work?
  - Tell me about a time you have had to deal with a difficult co - worker. How did you handle it? What was the outcome?

## **Tenacity**

- What was the biggest obstacle you had to overcome to get where you are today? How did you overcome it?
- Can you relate an experience in which you felt you gained something because you persisted for a length of time?
- Describe an experience in which you felt you might have been too persistent. What happened? What would you do differently?
- Tell me about a time that you felt you gave up too soon. What would you do differently?

## **Working under pressure**

- What is the most stressful aspect of your current role?
- What strategies do you apply to manage stress?
- What sorts of things cause you pressure at work?
- Tell me about a recent situation in which you felt pressured at work?
- What caused the pressure? How did you deal with it?
- Would you do anything differently?