

## DAY 10 - Situational & Behavioural Based HR Questions

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### **Situational & Behavioural HR Questions**

*A behavioral interview* is a technique used by many hiring managers to help evaluate a candidate's future performance. This involves asking questions about the candidate's behavior in past situations that are similar to the ones required in the role you're trying to fill. These questions may be used to assess the applicant in relation to the knowledge, ability, skill and other important competencies relevant to the job.

*Situational interview questions* give insight into how you would handle a challenging situation you could face while on the job. These hypothetical situations demonstrate your thought process.

It's the chance to show the hiring manager your skills in (hypothetical) action. Hiring managers want to see your future-minded leadership and how you'd adapt in the face of adversity.

It's also a great opportunity to show off your soft skills. Throwing in things like your problem-solving skills or critical thinking abilities also gives insight into your character. Do you remain cool under pressure, or lash out at coworkers easily?

### **1. Important Phrases for Online Interviews**

Conducting yourself professionally and effectively during an online interview is crucial. Here are some useful phrases that you can use during different stages of an online interview:

#### **Introduction:**

- "Hello [Interviewer's Name], it's a pleasure to virtually meet you."
- "Thank you for having me today. I'm excited about the opportunity to interview for [position]."

#### **Expressing Enthusiasm:**

- "I am very enthusiastic about the possibility of joining [Company Name]."

- "I have been following the company closely, and I am impressed by [specific aspects of the company]."

**Brief Self-Introduction:**

- "To provide a bit more background about myself..."
- "In my current/previous role, I have been responsible for..."

**Responding to Behavioral Questions:**

- "In a similar situation in the past, I..."
- "One example that comes to mind is when I faced [challenge] and addressed it by..."

**Highlighting Achievements:**

- "I am particularly proud of my accomplishments in [specific area], where I was able to achieve [result]."
- "I have a track record of [specific achievement], as evidenced by [example]."

**Expressing Flexibility and Adaptability:**

- "I am adaptable and comfortable with embracing change, as demonstrated in my experience at [previous company]."
- "I believe my diverse background has equipped me to handle various challenges with flexibility."

**Asking Questions:**

- "I've done some research on [specific aspects of the company], but I would love to hear more about how it functions within the team."
- "Can you provide more insight into the company culture and how teams collaborate?"

**Closing the Interview:**

- "I appreciate the opportunity to interview with [Company Name]."
- "Thank you for considering my application. I look forward to the possibility of contributing to [Company Name]."

**Inquiring About Next Steps:**

- "What is the timeline for the next steps in the hiring process?"
- "May I ask when you expect to make a decision regarding this position?"

**Expressing Gratitude:**

- "Thank you for your time and consideration today."
- "I appreciate the opportunity to discuss how my skills align with the needs of [Company Name]."

## 2. How to make polite requests.

### Here are some examples of polite requests:

- **Requesting Information:**
  - "Could you please provide more details about the upcoming meeting agenda?"
  - "I was wondering if you could share some insights on the project timeline."
- **Asking for Assistance:**
  - "Would you mind helping me with the technical aspects of this report?"
  - "Could you please assist me in setting up the presentation for tomorrow?"
- **Seeking Feedback:**
  - "I would appreciate it if you could share your feedback on the latest draft."
  - "Could you please let me know your thoughts on how we can improve this process?"
- **Requesting a Favour:**
  - "If it's convenient for you, could you lend me a hand with moving some furniture this weekend?"
  - "I was wondering if you might be able to cover for me during the morning meeting tomorrow."
- **Asking for Time:**
  - "Could I have a moment of your time to discuss a few ideas I have?"
  - "I was hoping to schedule a brief meeting with you to go over the project updates."
- **Requesting Permission:**
  - "May I please have your permission to extend the deadline by a day?"
  - "I would like to request your approval to implement the proposed changes."
- **Asking for Flexibility:**
  - "If it's not too much trouble, could we possibly reschedule our meeting for later in the day?"
  - "Would it be possible to adjust the deadline given the unforeseen circumstances?"
- **Requesting Consideration:**
  - "I understand your busy schedule, but could you consider reviewing the document by the end of the week?"
  - "If you find a moment, would you be able to share your thoughts on the budget proposal?"

- **Asking for Clarification:**

- "Could you please clarify the expectations for the next phase of the project?"
- "I'm a bit unclear about the instructions; would you mind providing some additional guidance?"

- **Requesting Participation:**

- "If it's convenient for you, we would be honored if you could attend our team meeting next week."
- "I was wondering if you might consider participating in the upcoming workshop as a guest speaker."

## **BEHAVIOURAL QUESTIONS**

- Tell me about a time you needed to get information from someone who wasn't very responsive. What did you do?
- Tell me about a time you failed. How did you deal with the situation?
- Give me an example of a time you managed numerous responsibilities. How did you handle that?
- Give me an example of a time when you were able to successfully persuade someone to see things your way at work.
- Tell me about your proudest professional accomplishment/ Elaborate on the proudest moment in your professional career and why it is important to you?
- What are the three things that are most important to you in a job?
- Tell me about a time when you worked under pressure?
- Can you describe a time when you had to resolve a conflict within your team? What was the situation, and how did you handle it?"
- Describe a time when you had to meet a tight deadline. How did you prioritise tasks and ensure the deadline was met?
- Describe a project where you faced unexpected challenges. How did you adapt to the situation, and what were the results?
- Share an experience where you had to lead a team or take on a leadership role. How did you motivate your team and achieve the desired outcome?

- Can you share an example of a time when you had to adapt to a new technology or software tool quickly? How did you become proficient, and what impact did it have on your work?
- Describe an example of how you motivate and encourage coworkers, teammates or employees?
- Share how you stay motivated when doing repetitive tasks at work?
- Has there ever been a time you felt dissatisfied with your work and how did you handle that?

### **SITUATIONAL BASED QUESTIONS**

- You are assigned a task you don't know how to complete, what do you do?
- What would you do if you disagreed with your boss?
- How would you handle an aggressive customer or client?
- How would you handle criticism from a supervisor?
- A work colleague is not doing his job properly. What do you do?
- It's late on a Friday afternoon and nearly time to go home. The company website crashes. What would you do?
- What would you do if you had to collaborate on a project with a colleague with whom you disagreed?
- What would you do if your boss asked you to complete a task you had not done before?
- Your manager asks you to do something that is against organization policy. What would you do?
- If you complete a project successfully. but your colleague tries to take credit without contributing anything, what would you do?

### **Task 1**

Videos and materials related to how to perform during an Interview have been provided. Go through it and update your profile.

PAGES



*3. Describe a time when you felt stressed or overwhelmed. How did you handle it?*