

Non-Technical (Behavioral) Interview Guide and Expectations

Interview types vary by company and by role within the organization. The purpose of the Springboard mock interview program is to help you become familiar with the most common interview types in the field that you are pursuing.

The common interview type for all job roles is a non-technical interview usually conducted by the recruiter. This guide will go over how to prepare for the non-technical (behavioral) interview.

Springboard Completion Requirement

In order to be eligible for our job guarantee, you'll need to pass all your required mock interviews for the course: the non-technical behavioral and technical interviews (covered in a separate guide in the curriculum). You'll have **three** chances to pass each interview. If you don't pass one or more of the interviews, you'll still be able to complete the course but will no longer be eligible for the job guarantee.

Preparing for your Non-Technical (Behavioral) Interview

The non-technical interview will mainly consist of behavioral questions that are meant to determine if you are a good fit for the role and company culture based on your goals and career trajectory. These behavioral questions will also help your interviewer assess your "soft skills" such as motivations, work style, ability to get along with others, initiative, problem-solving, and leadership skills. During your non-technical mock interview with Springboard, you'll be asked practice questions that are typical of non-technical interviews.

The non-technical interview will typically involve questions that will help your interviewer to assess:

- How past experiences have prepared you for this role.
- Why you are interested in the company.
- Your attitude and philosophy about success and failure.
- How you measure success.
- Your opinion about what value you can bring to the team.
- What you are passionate about.
- Any weaknesses or areas for development you may have, and your self-awareness about those areas.
- What your career goals are now and in the future.

- Other behavioral traits.

General Structure of a Non-Technical Interview

The non-technical interview will be conducted by a career coach. The first few minutes of the interview will be spent on introductions, your preparedness for the interview, and the interview structure. This interview typically lasts 30 minutes. The interviewer will likely spend **20-25 minutes** on non-technical questions. Your career coach will either give you feedback after you answer each question or at the end of your interview.

Example Discussion Points

There are a limitless number of questions you can be asked in this interview format. These are some examples:

- What is the biggest challenge you've faced at your current job?
- Describe a time when you failed.
- What accomplishment are you most proud of?
- If you could do anything for the rest of your life, what would it be?
- How do you measure the impact you have on a team?
- What are some of your weaknesses?
- Tell me about a time that something did not work out the way you had planned.
- Tell me about a time you had a conflict with a coworker.
- Why are you interested in this position? This company?
- How do you handle a difficult situation with your supervisor?
- Tell me about how you have worked effectively under pressure.
- I see that you're interested in mountain biking/photography/woodworking. How does that work? What's it about? (This question is meant to prompt you to explain a topic to an audience that does not know much about that topic.)

Candidate Evaluation

The interviewer will give you verbal feedback during your interview and will let you know if you passed the interview or should retake it. A pass indicates that the interviewer would move you forward in the hiring process and advance you to the next round (if they were actually recruiting for a role). Advice to retake the interview should not be seen as discouraging — interviewing can be really challenging. The more you practice, the more likely you are to succeed! You'll be scored on the **4-point scale** described below.

Behavioral Interview Rubric:

Topic	Not yet meeting expectations	Approaching expectations	Meeting expectations	Exceeding expectations
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Response Technique Answers were clear, concise, and well-structured, using behavioral-based interview techniques appropriately	1	2	3	4
Context The reason for making a career change was clear and compelling	1	2	3	4
Transferable Skills & Domain Knowledge Student articulated relevancy of past experience and knowledge to their new career	1	2	3	4
Dedication & Enthusiasm Student conveyed passion and interest in their chosen field	1	2	3	4

Total Score:

A score **higher than 10** represents a Pass

Fail (score≤10)		Pass (Score>10)	
Level 1: Not yet meeting expectations	Level 2: Approaching expectations	Level 3: Meeting expectations	Level 4: Exceeding expectations
4-7	8-10	11-14	15-16

Preparation and Success

You will have up to three attempts to pass each mock interview (technical and behavioral) in order to complete the course. If you don't pass the first mock interview in any of these categories, that's ok! Consider your second interview additional practice. You can also schedule a practice session with a coach before your second attempt. Do take time to review the course material and prepare well for each of your interviews to maximize your chances of success during the course, as well as a success during your job search. If you don't pass your first mock interview, review the feedback you receive carefully so that you know where you

can improve on during your second round of interviews. Identify areas to focus your efforts on so that you can make improvements for your actual job interviews.

Ready to start preparing? **Here are some tips to help you get started:**

- Come to the interview prepared with a job and company in mind
- Search for common technical and behavioral interview questions and practice answering them out loud. The Muse provides a list of [30 Behavioral Interview Questions You Should Be Ready to Answer](#) to help you get started.
 - TIP: Get familiar with the [STAR Method](#) to help with preparing how to effectively answer questions.
- Make a list of previous experiences that relate to your future career (ex. Analytical skills, verbal communication, teamwork, project management, etc.)
 - Remember to provide relevant experiences and draw from Springboard projects!
- Make it a point to always tie your answers back to your skills and accomplishments (be sure to include your Springboard accomplishments too!)
- Review the curriculum for technical concepts that might come up in a scenario-based question.
- Review the curriculum for behavioral interview questions, tips, and information that can help you succeed.
- Practice telling stories to a friend or peer about both your technical and general work experience.

For video interviews, here are some logistical tips to make sure you have a successful interview. They may seem minor but if you run into issues, it can be quite stressful!

- Find a quiet and well-lit place, free from possible interruptions.
 - Check that your computer's audio, wifi, webcam and screen sharing functions are all working - test it ahead of time!
 - If possible, be prepared to join the session early
 - Close any unnecessary web browser tabs and applications.
 - Depending on who your interview is with, make sure to have the right documents in front of you (resume, portfolio, etc).
 - Have a pen and notepad to take any notes.
 - Dress professionally and avoid bright colors.
 - Place your phone in silent mode.
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