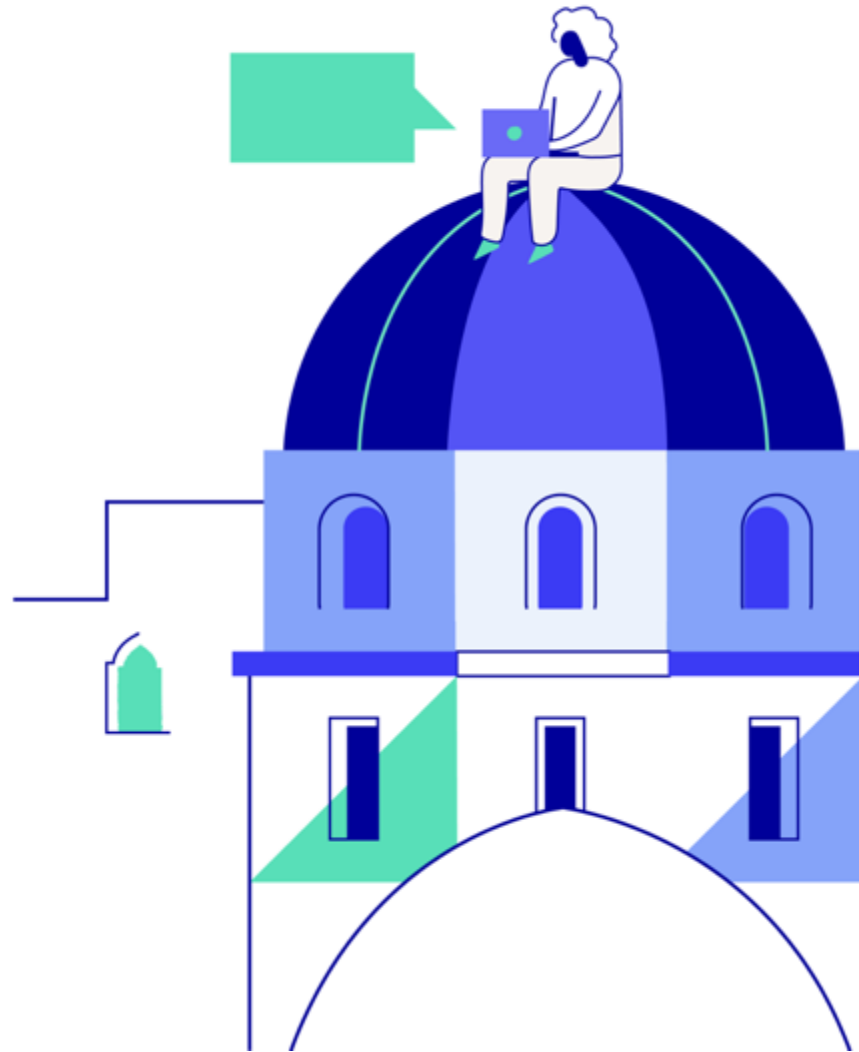




How to Ace Your Behavioral Interview



Agenda

- What is a Behavioral Interview?
- Interview Preparation
- Interview Tips
- Resources



What is a Behavioral Interview?



What is a Behavioral Interview?



- ✓ A type of job interview, where an interviewee is asked to provide examples from their past employment of specific situations and go through how they behaved in those circumstances.
- ✓ Here you have an opportunity to demonstrate how your interests, experiences, competencies, strengths and values are relevant to the role for which you are applying and why they make you an ideal candidate and how you can contribute to the team and the entire organization.
- ✓ This type of interview helps avoid bias as all candidates are asked the same questions which are based around the competencies required for the role and/or the company's values.

Competency-based questions: work on the principle that past behavior is the best indicator of future performance

Often start with phrases such as:

"Tell me about a time..."

"Describe a time..."

"How did you handle [x situation]."

"Give me an example of..."

Example: *Tell me about a time when you set a goal to improve your performance. Explain the goal. Did you achieve the goal? Why or why not?*

Strength-based questions: often used in early talent interviews where candidates don't have a lot of work experience. These questions focus on your aptitude and your motivation

Example: *'Imagine you have missed a deadline. How would you feel and what would you do to tackle the situation?' or 'What qualities would you bring to this team?'*

- Relevant to the question
- A clear explanation of what you did and why you did it
- Clear impact of your actions
- Structured and showing clarity of thought

- **STAR technique**

When practicing answers for behavioral interview questions, consider following what is called the STAR interview response technique. It is a four-step technique for answering questions about past behaviors at work:

Situation. Describe the situation or set the scene. Explain the place you were working for or the task you were given.

Task. Describe the issue or problem you were confronted with.

Action. Describe the action you took to intervene in the situation or solve the problem. This should introduce the key asset you would like to illustrate.

Results. Describe the results your action generated. Explain how you helped solve the problem or improve the company in some way.

“Tell me about a time that you used your organizational skills to improve a situation at work.”

A possible answer using the STAR technique would be:

- *When I took on the job as an assistant, I soon learned that there was no easily accessible system for retrieving information on past campaigns. Each of the five consultants had their own computer files. I suggested to the director that we set up a shared online filing system with past campaign materials that would be accessed by all staff. I interviewed each of the staff to get input about how to categorize the files and proposed a system that was implemented. The system was a success; it is still in place four years later. My supervisor mentioned this accomplishment as one of the reasons for my raise at my recent performance review.*



Interview Preparation



- Research the organisation
- Review job spec: what competencies, skills and attributes are required
- Craft your story: be honest what skills motivation and accomplishments you have in order to perform well in this job and build your story around it
- Rehearse your answers
- Prepare some questions
- Logistics: virtual vs. in person interview





Interview Tips



Here are some helpful tips for your behavioral interview:

- All your past experiences matter! (school projects, voluntary work, sports club, etc.)
- Present your transferable soft skills such as leadership, teamwork, etc.
- Be receptive to feedback
- Be clear and concise when answering questions
- Be familiar with our Expedia Group Values
- Don't be afraid to ask questions and for clarification
- Be on time, check internet connection, camera on, good lighting, eye contact, body language – shows if you're interested



We're looking for culture add, not culture fit



Culture Fit

Hiring people that match the company's DNA and fit well with the team.

Team becomes more homogenous and that can hinder innovative thinking and growth of the company.

Culture Add

Focusing on aspects that you might bring to Expedia Group – **“What will you bring to the table?”**
“What different viewpoints or unique experiences you can bring to the team and to the company?”

Culture add = how you could enhance our company's culture with your, not simply how you might fit in

What If You Don't Know How to Answer?



Do

Pause

Ask a follow-up question

Use the power of the pen

Be honest

Don't

Make something up

Say, "I don't know"

Fear silence

Use fillers



Resources



- [Expedia Group – our corporate website](#)
- [Expedia Group – our careers site](#) – learn about our Culture and Values, our early career pathways, our approach to Inclusion & Diversity and much more!
- [Expedia Group Early Careers Blog](#) – hear from our early talent about their experience as interns, graduates or apprentices at Expedia Group
- [Expedia Group Technology Blog](#)
- [What It's Like to Work in Travel Tech at EG](#) – insights into a career in travel technology
- [How to Nail Interviews at Expedia Group](#) – tips for early careers interviews from EG's Senior SDE



TM

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