

Behavioral Interview Questions

CHECKLIST

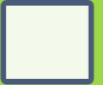


Hey! Thanks for downloading this behavioral interview questions checklist. In it, I'm going to outline 25 behavioral questions that are commonly asked at job interviews.

The questions will be grouped into "categories" and I'm going to give you tips and traps to avoid for each category. Having a "Success Story" prepared for each category will go a long way to getting you a job offer your next interview.

Category 1

Teamwork/Collaboration



You can almost guarantee you'll get at least one teamwork/collaboration behavioral question during your interview.

TIPS

- Try and have at least one if not 2 success stories focusing on teamwork.
- Try and choose success stories that coincide with situations that could arise at the job your interviewing for.
- Teamwork/collaboration mean different things at different companies. Use the job description to get clues on what kinds of things you could be collaborating on.

TRAP

- Sometimes the question won't sound like a behavioral question: ie. "Are you easy to get along with?" "Do you collaborate well?" Don't just answer with: "Yes! Im easy going." Make sure you still use a success story as an example.

COMMON QUESTIONS

1. Tell me about a team project that you worked on.

2. Describe a time when you had to bring two departments together to work more effectively with each other.
3. Have you ever been in a situation where you've found that working in a team was more successful than working alone?

Category 2

Leadership



Leadership is another popular category of behavioral question. As you'll see, companies look for leadership qualities in candidates for a wide range of positions, not simply "management" positions.

TIPS

- As when picking success stories for most of these behavioral questions, try and relate a story about a situation that could arise at the position you're interviewing for in the future. Remember: "It's not about you, it's about them."

TRAP

- Keep in mind that just because you may not be interviewing for a "management" position in your particular interview, doesn't mean you won't be asked any leadership related questions. They may well be expecting you to grow with the company and take on a leadership role in the future. That's why you always need to be ready to show you can be a leader.

COMMON QUESTIONS

4. Tell me about a time you stepped up into a leadership role...
5. Tell me about a time that you led an important meeting...
6. Tell me about a time that you took the lead on a difficult project....
7. How do you motivate other people to work with you?

Category 3

Problem Solving



Problem solving related behavioral questions give you a fantastic opportunity to blow the hiring manager away with a well chosen success story and well crafted answer.

TIPS

- Problem solving behavioral questions are obviously meant to find out whether you can deal with problems, so choose an appropriate success story. However, you can supercharge your answer by choosing a success story that also highlights a second strength/quality they may be looking for. ie Leadership.

TRAP

- This is one behavioral category that is usually pretty easy to come with success stories for. However, try not to relate a problem solving a success story that isn't really applicable to the job you're interviewing for. Examine the job description carefully and find out what types of problems would be encountered, and pick success stories that show you handling those types of problems (if you can).

COMMON QUESTIONS

8. Tell me about a situation where you had to solve a difficult problem.
9. Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
10. Describe your style in dealing with irate customers.
11. Give an example of an occasion when you used logic to solve a problem.
12. Describe a difficult decision you've had to make in your business life and how you went about doing it.
13. Tell me about a time when you made a mistake that affected a client adversely and how you coped with it.

Category 4

Communication/Handling Conflict



This category covers a broad range of behavioral questions relating to your “interpersonal skills”. How you relate to, deal with and communicate with people you work with.

TIPS

- The purpose of these types of questions is to find out if you can work with a wide range of people. If you can, relate a success story that shows you doing just that: working well with a range of different personality types.
- Another good way to handle these types of questions is to relate a success story that shows how your interpersonal skills have resulted in a specific improvement at a past job.

For example: you were able to get an “introvert” to come out of their shell and contribute more to the team which helped complete a project on time.

TRAP

- Don't shy away from the question if they ask you about any conflict you've dealt with in the past. You'll get nowhere saying: “you get along with everybody”. The hiring manager won't buy it and you'll be sunk. Instead focus on how you worked through the conflict showing how you are able to stay calm and work through problems with a variety of personality types.
- Never “bash” any former colleagues or people you've worked with or under. Doing so will end your chances quick!

COMMON QUESTIONS

14. Tell me about a time you had a conflict at work.
15. Tell me about a time that you disagreed with a rule or approach.
16. Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
17. Tell Me About A Time When You Were Asked To Take Sides Regarding Another Employee And You Remained Neutral.
18. We've All Had To Work With People Who Don't Like Us. How Do You Deal With Someone Who Doesn't Like You?

Category 5

Initiative



Taking initiative and being a “self starter” are qualities a lot of companies want in their employees. They want you to have a drive of your own and want to see that you can accomplish things above and beyond the call of duty.

TIPS

- You may get behavioral questions that ask you straight up about your ability to take initiative, as you'll see in the “common questions” section. However, a good strategy I recommend is to incorporate the “taking initiative” quality into your answers for other types of behavioral questions. For example, let's say you were asked a “teamwork/collaboration” question you could relate a success story where you “saw that the project was falling behind because the department wasn't working efficiently enough as a team, so

you restructured the workflow to take advantage of each employee's strengths. The result was: you increased productivity two-fold and completed the project well before the deadline." (See how you talked about teamwork and initiative?)

COMMON QUESTIONS

19. Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
20. Give me an example of a time when you set a goal and were able to meet or achieve it.
21. Describe a time when you went beyond your job description to save your company time and money.
22. Give an example of a situation in which you took specific steps to further your career.
23. Describe a time when you anticipated potential problems and developed preventive measures

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STEP 1

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