

Behavioral Questions



Behavioral Questions



Teamwork/ Collaboration

Leadership

Problem Solving

Communication

Teamwork



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.**
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- Tell me about a team project that you worked on.
 - Have you ever been in a situation where you've found that working in a team was more successful than working alone?
 - Are you easy to get along with?/ Do you collaborate well?
 - Give an example of how you worked on a team.

Leadership



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.

Leadership

- Tell me about a time that you stepped up into a leadership role.
- Share an example of how you were able to motivate employees or co-workers.
- Tell me about a time that you took the lead on a difficult project.

Problem solving



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.**
- Tell me about a situation where you had to solve a difficult problem.
- Tell me about a time when you made a mistake and how you coped with it.
- Describe a time when you were faced with a stressful situation.
- Give an example of an occasion when you had to make to difficult decision.

Communication



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.
- Tell me about a time you had a conflict at work.
- Describe a situation in which you were able to use persuasion to convince someone to see things your way.
- What do you do if you disagree with someone at work?

Behavioural Questions

STAR Method

1. Duties/ requirements of the position
2. What you've done to ensure the duties
3. Context
4. Outcomes

Behavioural Questions

For example: Communication Skill

- Do you enjoy working with people?
- How would you describe your relations with others in the workplace?
- Describe yourself. (Whilst this question does not confine itself to interpersonal communication skills, it does provide an excellent opportunity for you to briefly mention them.)
- Tell us about a time when you had a disagreement with someone at work. What were the circumstances and how did you deal with it?
- Can you give us an example of when you had to communicate a complex and sensitive issue? How did you go about it?
- Describe the colleague with whom you enjoyed working most.
- How do you deal with an angry person at work?
- Would you prefer to be seen as a well-liked person or an effective person?

Step 1	Step 2	Step 3	Step 4
Duties/ requirements of position	What I did to ensure the duties listed under step 1 were performed properly, including overcoming obstacles	Context	Outcomes— organisational and personal
Effective interpersonal communication skills	<ul style="list-style-type: none">• Taking the time to listen to what others had to say, even if I didn't like what I was hearing• Communicating clearly, taking into account my audience and avoiding jargon• Using positive, non-threatening body language at all times• Acknowledging others' opinions and contributions• Consulting before making decisions	When I was working for Magellan, I was on the team that put together a performance appraisal system	Organisational <ul style="list-style-type: none">• Contributed to the successful implementation of a performance appraisal system, with minimal resistance Personal <ul style="list-style-type: none">• Gained much satisfaction from creating good working relationships with colleagues