

Behavioral Questions

Sample Behavioral Questions by Skill

Analytical/Problem Solving

- Tell me about a time when you had to analyze information and make a recommendation.
- Describe an instance when you had to think quickly to free yourself from a difficult situation.
- Give me an example of when you identified potential problems and resolved the situation before it became serious.
- Tell me about a situation where you had to solve a difficult problem.

Communication

- Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa).
- Tell me about a time in which you had to use your written communication skills in order to get a point across.
- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Give me a specific example of a time when you had to handle an irate customer.

Creativity/Innovation

- Tell me about a problem that you've solved in a unique or unusual way.
- Describe the most significant or creative presentation/idea that you developed/implemented.
- Tell me about a time when you created a new process or program that was considered risky.
- Give me an example of a time when you came up with an innovative solution to a challenge your company, class or organization was facing.

Decision Making

- Tell me about a difficult decision you had to make within the past year.
- Give me an example of a time when you had to make a decision without all the information you needed.
- Discuss a time when you had to make a quick decision.
- Give me an example of a time when there was a decision to be made and procedures were not in place.

Goal Setting

- Give me an example of an important goal that you have set and tell me how you reached it.
- Tell me about a goal that you set and did not reach.
- Describe a specific goal you set for yourself and how successful you were in meeting it.

Flexibility/Adaptability

- Tell me about a time when you had to adjust to changes over which you had no control.
- Tell me about a time when you had to adjust to a classmate's or colleague's working style in order to complete a project or achieve your objectives.
- By providing specific examples, demonstrate that you can adapt to a wide variety of people, situations and/or work environments.
- Tell me about a situation when you had to be tolerant of an opinion that was different from yours.

Integrity/Honesty

- Tell me about a time when you experienced a loss for doing what is right.
- Give a specific example of a policy you conformed to with which you did not agree.
- Tell me about a specific time when you had to handle a tough problem that challenged fairness or ethical issues.
- Tell me about a time when you challenged the status quo to do what you felt was right.

Interpersonal

- Give me an example of when you had to work with someone who was difficult to get along with.
- Describe a situation where you had a conflict with another individual and how you dealt with it.
- Tell me about the most difficult challenge you faced in trying to work cooperatively with someone who did not share the same ideas.

(OVER)



Behavioral Questions (Continued)

Leadership/Initiative

- Tell me about a time when you were able to provide a co-worker with recognition for the work they performed.
- Describe a leadership situation that you would handle differently if you had it to do over again.
- Tell me about a time when you were in a leadership role and were faced with resistance.
- Tell me about a time when you showed initiative and took the lead in a team project.

Organization/Time-Management

- Describe a situation that required you to do a number of things at the same time.
- Give me a specific example of a time when you were unable to complete a project on time.
- Give me an example of a recent assignment that required the greatest amount of effort with regard to organization.
- Tell me about a time when you got caught up in the details of a project.

Strengths/Weaknesses

- Tell me about a time when you did not live up to your full potential.
- Describe for me a time when you failed at something and how you responded.
- Tell me of a time when you missed an obvious solution to a problem.

Teamwork

- Tell me about a time when you worked on a team and a member was not doing their share of the work.
- Tell me about a time when you had to work in a team in which the members did not get along.
- Describe your involvement with a team project.
- Give me an example of a time when you were working on a project and the others disagreed with your ideas.

Probing/Follow-up Questions:

- What steps did you take?
- What action did you take?
- What happened after that?
- What did you say?
- How did he/she react?
- How did you handle that?
- What was your reaction?
- How do you feel about that?
- What was the outcome?
- Were you happy with that outcome/result?
- What did you wish you had done differently?
- What did you learn from that?
- How did you resolve that?
- What was the outcome of that?
- Why did you decide to do that?
- What was your logic?
- What was your reasoning?
- Who do you think was at fault?
- Where were you when this happened?
- What time was it?
- Who else was involved?
- Tell me more about your interaction with that person.
- What was your role?
- What obstacles did you face?
- What were you thinking at that point?
- Lead me through your decision process.
- How did you prepare for that?
- Why?
- How?
- When?
- Where?
- What?

Content gathered from the following sources. Used by permission.

- 1) Michigan State University, Human Resources. *Behavioral-Based Interview Questions*. [Online] Available <http://www.hr.msu.edu/HRsite/HiringPostings/Staff/Hiring/Questions/Interview+Questions.htm>, 10/26/00.
- 2) University of Maryland - Robert H. Smith School of Business, Society for Human Resource Management Student Chapter. *Sample Behavioral Interview Questions Grouped by Skill*. 03/21/00.

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