

Behavior Based Question

Behavior based questions give the employer insight into how you have used key skills they are hiring for in your past experiences. Employers believe “past behavior predicts future behavior.” Research the position or review the job posting to learn what key qualifications of the job you need to be prepared to speak to.

Common skills employers’ seek:

- Communication
- Conflict Management
- Decision Making
- Problem Solving
- Goal Setting
- Team work
- Critical/analytical thinking
- Initiative/motivation
- Interpersonal
- Planning
- Diversity
- Organization
- Flexibility

How to answer behavior based questions:

1. Describe the situation briefly.
2. State what you did to address the situation – step by step.
3. State the positive outcome that came from your actions.

Sample questions:

Adaptability

- Describe a major change that occurred in a job that you held. How did you adapt to this change?

Communication

- Describe a situation when you were able to strengthen a relationship by communicating effectively. What made your communication effective?

Ambition

- Give two examples of things you've done in previous jobs that demonstrate your willingness to work hard.

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Analytical Thinking

- Tell us about a time when you had to analyze information and make a recommendation. What kind of thought process did you go through? What was your reasoning behind your decision?
- Tell us about your experience in past jobs that required you to be especially alert to details while doing the task involved.

Building Relationships

- It is very important to build good relationships at work but sometimes it doesn't always work. If you can, tell about a time when you were not able to build a successful relationship with a difficult person.
- What, in your opinion, are the key ingredients in guiding and maintaining successful business relationships? Give examples of how you made these work for you.

Communication

- What steps do you take to insure adequate understanding of information by different audiences when you are communicating?
- Please discuss an important written document you were required to complete.

Conflict resolution

- Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (vice versa).
- What is your typical way of dealing with conflict? Give me an example.

Customer Orientation

- How do you handle problems with customers? Give an example.
- How do you go about establishing rapport with a customer? What have you done to gain their confidence? Give an example.

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Decision Making

- Discuss an important decision you have made regarding a task or project at work. What factors influenced your decision?
- Everyone has made some poor decisions or has done something that just did not turn out right. Has this happened to you? What happened?

Detail-Oriented

- Describe a situation where you had the option to leave the details to others or you could take care of them yourself.
- Do prefer to work with the "big picture" or the "details" of a situation? Give me an example of an experience that illustrates your preference.

Goal setting

- Did you have a strategic plan? How was it developed? How did you communicate it to the rest of your staff?
- How do you involve people in developing your unit's goals? Give an example.

Leadership

- Give me an example of when you showed initiative and took the lead.
- Have you ever had to lead a meeting? How did you do it? What did you achieve?

Listening

- Give an example of a time when you made a mistake because you did not listen well to what someone had to say.
- How often do you have to rely on information you have gathered from others when talking to them?

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Motivation

- Give me an example of a time when you went above and beyond the call of duty.
- How would you define "success" for someone in your chosen career?

Organizational

- Give me an example of a project that best describes your organizational skills.
- How do you decide what gets top priority when scheduling your time?

Personal Effectiveness

- Give an example of a situation where others were intense but you were able to maintain your composure.
- It is important to maintain a positive attitude at work when you have other things on your mind. Give a specific example of when you were able to do that.

Planning and Organizing

- Describe a time when you anticipated potential problems and developed preventive measures.
- Describe how you develop a project team's goals and project plan?

Presentation

- How would you describe your presentation style?
- Tell us about the most effective presentation you have made. What was the topic? What made it difficult? How did you handle it?

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Problem solving

- Give me a specific example of a time when used good judgment and logic in solving a problem.
- Tell me about a time when you missed an obvious solution to a problem.

Relate Well

- Describe the most difficult working relationship you've had with an individual. What specific actions did you take to improve the relationship? What was the outcome?
- Describe a situation where you had to use confrontation skills.

Resolving Conflict

- Have you ever had to settle conflict between two people on the job? What was the situation and what did you do?
- Tell us about a time when you had to help two peers settle a dispute. How did you go about identifying the issues? What did you do? What was the result?

Self Assessment

- Can you recall a time when you were less than pleased with your performance?
- If there were one area you've always wanted to improve upon, what would that be?

Setting Priorities

- Have you ever been overloaded with work? How do you keep track of work so that it gets done on time?
- When given an important assignment, how do you approach it?

Sound Judgment

- Describe a situation when you had to exercise a significant amount of self-control.
- Give me an example of a time in which you had to be relatively quick in coming to a decision.

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Strategic Planning

- Describe what steps/methods you have used to define/identify a vision for your unit/position.
How do you see your job relating to the overall goals of the organization?
- In your current or former position, what were your long and short-term goals?

Stress Management

- How did you react when faced with constant time pressure? Give an example.
- People react differently when job demands are constantly changing; how do you react?
What kind of events cause you stress on the job?

Teamwork

- Describe a situation in which you involved others in a decision making process. Why did you include the others?
- Explain how you worked with someone outside your immediate work group to accomplish a common goal.

Time Management Schedule

- Tell us about a time when you were particularly effective on prioritizing tasks and completing a project on schedule.

Variety

- How many projects do you work on at once? Please describe.

Values Diversity

- Give a specific example of how you have helped create an environment where differences are valued, encouraged and supported.

The key is to do your research on the job to know what to prepare for and Practice, Practice, Practice!!!