

Behavioral Interview Guide

- Based on premise that past behavior predicts future behavior
- Interviewer wants jobseeker to give specific examples about past behavior
- Can be difficult—take your time!

The STAR Response

Situation or
Task
Action
Result

Examples of Behavioral Questions:

Tell me about a time when you had a conflict with a customer and what you did about it.

Tell me about a time when you disagreed with your supervisor. How did you handle it?

Tell me about an event that really challenged you. How did you meet the challenge? In what way was your approach different from others?

Describe a project that you were involved in that failed.

Describe a situation where you had to make a decision on your last job. What was it and what was the result of that decision?

Describe a difficult problem you've had to deal with on the job.

Describe a situation where your work or an idea was criticized.

What is your energy level like? Describe a typical day.

Explain your role as a group/team player.

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