

Behavioral Interview Questions

Past behavior is the best indicator of future behavior. That's the premise behind a Behavioral Interview. Traditional Interviews include questions about the candidate's work history, training, education, career interest and aspirations. Behavioral Interviews, also called S.T.A.R. interviews, can increase your hiring success rate because it uses more in-depth and targeted questions than typical interview questions. The S.T.A.R. interview format involves asking candidates about work-related Situations and the Tasks, Actions, and Results achieved. An interviewer might ask a candidate to talk about a situation at work and the tasks involved, the actions taken to achieve the tasks and the results or outcomes. An effective Behavioral Interview will reveal a candidate's skill level, work ethic, competence, attitude, and work style.

3 Top Behavioral Interview Questions

1. **Tell me about how you worked effectively under pressure.**

Follow-up probing questions:

How did you feel when working under pressure?

Can you give an example of a situation in which you had problems working under pressure?

How and when do you decide to ask for assistance when under pressure?

2. **Have you ever made a mistake at work? What happened and what did you do about it?**

Everyone make mistakes but what's important is how they handle them. This question gives the candidate the opportunity to be honest and explain what was learned by making a mistake. It reveals a candidate's ability to admit fault, take responsibility, and be humble when faced with the consequences of an error.

3. **Give an example of a goal you reached and how you achieved it.**

The ability to set and meet goals and understand expectations is very important in any candidate.

You could also use:

Give an example of a goal you reached at work and how you achieved it.

What kinds of situations have you worked in and achieved multiple goals?

Tell me about a situation in which you were not able to achieve a work goal that was set by a manager.

Tell me about a situation in which you had to depend on others to help you achieve a goal.

More insightful Behavioral Interview Questions

Tell me about a time when your work was so enjoyable it didn't feel like work.

Tell me what kind of person you are and what your work style is.

Tell me about a decision you made at work that wasn't popular and how you handled it.

Describe a team you worked on and your role.

Tell me about a time at work when you disagreed with someone. What did you do about it?

Tell me about a time when you have gone above and beyond your work expectations.

What was the most uncomfortable, embarrassing, or difficult thing you've had to do at work?

Preparing for a Behavioral Interview

Before you conduct an interview, prepare your behavioral interview questions. Determine what competencies are required for the position by using your job description, talking to people who are currently in the same position and talking to people who interact with the person in the position. Look closely at why the position is open. Is it a vacant position because of turnover? Is it a new position because of growth? Find out what the expectations are for the person in the position, what failures have been experienced by others in the position, and what others in the agency think about the position and the person who will be in it. Develop specific questions for the interview from the information you've gathered, remembering S.T.A.R. (situations, tasks, actions, and results). Utilizing a Behavioral Interview will elicit real information about your candidate so you hire the best match for your opening!