

# Behavioral Questions

What is a behavioral interview? It is a structured pattern of questions designed to probe the candidate's behavior in specific situations, selected for their relevance to critical job events. The best predictor of future behavior is past behavior. That means how people behaved last week, last month, last year, is a fairly good indication of how they are going to handle current situations during the next week, next month, and next year.

Although there is no way you can be totally prepared for every possibility, you can be ready for behavioral questions-questions the interviewer may ask to see how well you think on your feet. When a behavioral question is asked, answer it by sharing a related past experience. The most important thing you can do is be very familiar with all of your accomplishments.

Answer the question by first sharing what was the situation, secondly what was the action you took and finally what was the result of your action(s).

If an interviewer were to ask you each of the following questions, which of your experiences would you use to respond?

- Tell me about the last time you came up with an idea that improved a situation or solved a problem.
- Tell me about the last time you had to go above and beyond the call of duty in order to complete a job.
- Tell me about the last time you made an unpopular/quick decision with little information. What happened?
- Give me a specific situation where you had to deal with a difficult customer. What did you do?
- Tell me about a time when you had to give someone difficult feedback. How did you handle it?
- What have you done for your professional development in the last three months?
- Describe your most significant accomplishment for which you received recognition? What was it? What did you do? And what was the result?