

BEHAVIOURAL QUESTIONS

Time Management / Planning & Organising:

- Describe your involvement in a task or project that had to be done within an agreed time frame and be of an excellent standard.
- Tell me about a time when a project you were in charge of fell behind schedule. What did you do about it?
- Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
- Tell me about a time when you had a lot to do in a short space of time. Explain how you managed to complete all of our assigned tasks.
- Give an example of a project that you have had to plan and organise from beginning to end.
- Tell me about a time when you had a lot of work to do? How did you cope? Where did you start? What did you do to ensure it all gets done?

Attention to Detail:

- Describe a project you worked on that required very close attention to detail.
- How do you stay organized?
- Can you provide some examples of instances when you've discovered errors in your work or someone else's?
- How do you know if a project you are working on is going well?

Initiative:

- Give me an example of a time that you showed initiative and took the lead.
- Tell me about a time when you identified that a policy or procedure needed changing. Explain what you did in order to bring about your suggested changes.
- Describe a time when you had to overcome a difficult problem on your own. How did you go about it?

Creativity:

- What type of working environment makes you creative?
- What is the most innovative thing you have done in your previous job?
- What types of changes did you implement at your last job?
- How do you encourage creativity in co-workers?

Communication:

- Tell me about a time when you had to convey complex information to someone. Explain to me how you made sure the person(s) understood.
- Tell me about a time when you had to use your presentation skills to influence someone's opinion.
- If you know your boss is 100% wrong about something, how would you handle this?

Customer-service orientation

- Tell me about the last time you received really great customer service.
- What was the most difficult customer service situation you ever had to deal with? How did you handle the situation?
- Describe a time when the customer was wrong. How did you handle it?

Problem Solving:

- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- What kind of problems have people recently called on you to solve? Tell me about your contribution to solving that problem.

Conflict Resolution:

- What is your typical way of dealing with conflict? Give me an example.
- Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
- Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.

Managing Change / Adaptability:

- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Tell me about a time where you had to adjust quickly to changes in organisational priorities. What did you do?
- How did you adapt the way you work to incorporate the change?
- Give me a specific example of a time when you had to conform to a policy with which you did not agree.

- Please tell me about a time when you had to deal with an uncertain situation.

Leadership

- Have you ever had difficulty getting others to agree with your decisions? How did you handle it?
- Have you ever had to discipline or counsel another employee? What was the nature of the situation and how did you go about it?
- Can you recall a work experience where a problem arose and your manager or boss was unavailable? How did you handle the situation, and how did things turn out?
- Describe a time when you had to build a team to accomplish a task. How did you go about building the team, and was it successful in attaining its goals?

Teamwork

- Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?
- Tell me about a time when you worked with a classmate or colleague who was not doing their share of the work. How did you handle it?
- Describe a situation in which you had to arrive at a compromise or help others to compromise. What was your role? What steps did you take? What was the result?
- Tell me about a time when you had to work on a team that did not get along. What happened? What role did you take? What was the result?

During the Behavioural Interview:

During the interview, if you are not sure how to answer the question, ask for clarification. Then be sure to use the 'STAR' method to structure your responses:

- Situation - a brief outline of the situation
- Task - what tasks needed to be achieved
- Action - the steps you took to complete the task
- Results - what outcomes were achieved?

It's important to keep in mind that there are no definite right or wrong answers. They are being asked simply to understand how you behaved in a given situation. How you respond will determine if there is a fit between your skills and the position the company is seeking to fill.

So, listen carefully, be clear and detailed when you respond and, most importantly, be honest.