**Behavioral-Based Interviewing Questions**

I. GOALS

1. Give me an example of an important goal that had been set for you and about your success in reaching it.
2. Tell me about an important goal that you have set in the past and what you did to accomplish it.

II. WORK ENVIRONMENT/CULTURE PREFERENCES

1. What kind of environment would you like to work in?
2. What did you value most about the culture where your previously worked?
3. Tell me about a work situation that didn’t seem to align with the culture and how did you handle it?
4. What previous job was the most satisfying and why?
5. What parts of your job were the most frustrating and why?
6. Tell me about the best boss you ever had. Why did you like working for him or her?
7. Tell me about the worst boss you ever had. What made it tough to work for him or her?
8. What motivates you the most?
9. How did the best manager you ever had motivate you to perform well? Why did that method work?

III. COMMUNICATION SKILLS

1. (Key Words) What would be your response if we asked you to answer your phone every time with a specific greeting, ''Good morning, this is (name organization), my name is \_\_\_\_\_\_, how may I help you?'' Similarly, if we asked you to say, ''Is there anything else I may do for you, I have the time'' every time you were about to leave a customer? What do you see as the benefits of that and/or what might be the barriers?
2. Describe a time when you realized you needed to make an improvement in your communication skills, and how did you manage it?

IV. CUSTOMER SERVICE

1. Give me an example of when you went out of your way for a customer.

What was the outcome?

1. Describe the most difficult customer you’ve ever had to deal with and how you handled them.
2. Describe a situation when you were given outstanding customer service.

What made it stand out?

1. Give me an example of when you were given special recognition or acknowledgement for going the extra mile to satisfy a customer.

V. TEAMWORK

1. Describe a situation when you worked with a person whose personality was the opposite of yours. How did you deal with it?
2. What kinds of people would you rather not work with?
3. What characteristics have frustrated you with respect to former teammates?
4. What did you do in your last job to contribute toward a teamwork environment?
5. Describe how you felt your contributions affected the team.

VI. PROBLEM SOLVING

1. What were the major obstacles that you overcame in your last job? How did you deal with them?
2. Tell me about an objective in your last job that you failed to meet and why.
3. What is the most difficult decision that you have had to make? How did you arrive at that decision?
4. Have you ever had to resolve a conflict with a coworker or client? How did you resolve it?

VII. COPING SKILLS

1. Have you heard the expression “roll with the punches’’? What would be a situation in the past that you had to do that in working with a difficult person?
2. What methods or processes have you used when you were facing a transitional change in your job responsibilities to ensure a positive outcome for you and the company?
3. Describe a work situation in which a project you worked on and felt was very important to you was delayed or postponed. How did it interrupt your schedule and how did you respond to it?
4. When is the last time you were criticized? How did you deal with it?
5. Tell me about a time when you have felt like giving up on a certain job. What did you do?
6. Tell me about a time when an upper level policy change or decision held up your work. How did you respond?

VIII. PRIORITIZING

1. How do you organize your work to ensure that you are the most effective and productive?
2. Think of a day when you had plenty of things to do. Describe how you scheduled your time.

IX. CREATIVITY

1. What was the wildest idea that you had in the past year?
2. Tell me about a time when you have been creative in your work. What did you do?
3. What have you done that was innovative?

X. INITIATIVE

1. Give me an example of a time when you went beyond your employer’s normal job expectations in order to get a job done.
2. Give me an example of a situation in which you took a risk in a recent position. What were your considerations?

XI. DILIGENCE

1. Tell me about a time when you had to work on a project that did not work out the way it should have. What did you do?
2. When you had to do a job that was particularly uninteresting, how did you deal with it?

XII. PERSONALITY/TEMPERAMENT

1. If I call your references, what will they say about you? What brings you joy?
2. How would your friends describe your personality?
3. What is the most interesting thing you have done at work in the past three years?

XIII. INTEGRITY/ HONESTY/TRUSTWORTHINESS

1. Discuss a time when your integrity was challenged. How did you handle it?
2. Have you ever experienced a loss for doing what is right? What happened?
3. Tell me how you handle a situation when you know you’ve done something wrong.
4. Have you ever noticed a co-worker doing something dishonest? Did you report it? What would you do differently about it?
5. Tell me about a time in which you felt it was justifiable to break company policy or alter a standard procedure.

XIV. CLOSING QUESTIONS

1. Why should we hire you?
2. Do you have any questions for me/us?

XV. SUPERVISORY AND LEADERSHIP SKILLS

1. What has been your experience in supervising a diverse group of employees with varied backgrounds and skills, and what did you do to ensure the best fit of employees for each job?
2. What has been your experience at dealing with a poor performance of employees? Give me an example.
3. In your current or past positions, what types of decisions do/did you make without consulting your boss?
4. Give me an example of a time when you came up with a clever way to motivate your employees.
5. Tell me about a leadership role that you have filled in the past. Describe the key leadership skills you feel you have and how you demonstrated them.