

Behavioural Interview Questions

Behavioural interview questions are one of the most popular types of questions used in interviews. The logic behind this is that the interviewer is able to gauge how you will react to similar situations in the future. This is because behavioural interview questions are based on the assumption that the most accurate predictor of future performance is past performance in a similar situation.

The questions you are asked in a Behavioural Interview are directly linked to the skills deemed necessary to be successful in that role. To successfully answer the question you need to give a specific and detailed response. You will need to tell the interviewer about a particular situation that relates to the question and how you handled it.

Examples of behavioural based questions are:

- Tell me about a stressful situation you faced in your workplace and how you handled it?
- Describe a time you lead a team-based project to success?
- Can you talk me through a time you had to solve a problem?
- Give me an example of a goal you achieved and explain how you reached it?
- Tell me about a time you lead a team-based project and how you overcame any difficulties that arose with team members?
- Tell me about a time you demonstrated initiative?
- Tell me about a time you weren't pleased with your own performance? What did you do about this?

The STAR Method

To answer a behavioural interview question it is recommended you use the STAR method. The acronym STAR stands for Situation, Task, Action and Results.

(S) Situation: Describe the situation that you were involved in. What was the situation that caused you to demonstrate the skills you are highlighting?

(T) Task: Describe the tasks involved in the situation. What was required to be done to rectify the situation?

(A) Action: Explain the action you took to overcome the situation or complete the task. What action did you take?

(R) Results: Explain the outcomes that were a result of your actions. What were the outcomes that your actions caused?

Example of a STAR Answer

Situation: During my time as a Personal Lender, I was responsible for managing various events.

Task: I noticed that attendance at these events had dropped by 30% over the past 3 years and wanted to do something to improve these numbers.

Action: I designed a new promotional packet to go out to the local community businesses. I also included a rating sheet to collect feedback on our events and organized internal round table discussions to raise awareness of the issue with our employees.

Result: We utilized some of the wonderful ideas we received from the community, made our internal systems more efficient and visible and raised attendance by 18% the first year.

Tips

- Follow the STAR method.
- Your interview preparation should include identifying examples of situations on your resume where you have demonstrated the behaviours a given company seeks.
- If you do not understand the question being asked it is okay to ask the interviewer to repeat the question or ask them to rephrase it.
- Relax and take your time. It is okay to take a moment before you answer the question. Focus on exuding a calm confidence in your responses. No one knows your career better than you do, so be sure of yourself in the responses you give.