

Behavioral Based Interview Questions

Valuing Team Members and Diversity

- Tell me about a time when your supervisor criticized your work. How did you respond?
- Gaining cooperation of others can be difficult. Give a specific example of when you had to do that and what challenges you faced.
- Please provide an example of when you had to work cooperatively on a team to accomplish goals. What was your role in achieving this objective? To what extent did you interact with others on this project?
- Tell me about a time when a co-worker gave you feedback on your actions or performance. How did you respond? What changes did you make?
- Tell me about a time when you had to adapt to a wide variety of people, situations, and/or environments.
- Give me an example of a time when someone brought you an idea, particularly one that was odd or unusual. What did you do?
- Give me an example of how you have helped create an environment where differences are valued, encouraged, and supported.
- Tell me how you have supported diversity in your department.
- Tell me about the specific talents and contributions of your team/staff and how you have utilized these qualities to increase the effectiveness of the unit.
- Tell me about a time when you were able to provide a co-worker/employee with recognition for the work they performed. What did you do?

Accepting Responsibility

- Tell me about a time when you had to make an unpopular decision that impacted others.
- Give examples of how you have acted with integrity in your job/work relationships.
- Tell me about a decision you made while under pressure to meet deadlines.
- Tell me how you complete multiple tasks/projects within a tight timeline.
- Tell me about any volunteer work you have done.
- Tell me about a time you saw a coworker doing something dishonest. What did you do about it?
- Tell me about a time when someone asked you to do something unethical?
- Tell me about a time when you had to give feedback to another employee who displayed a lack of professionalism in their work relationships. What did you say? What was the outcome?
- Tell me about a time when you had to take disciplinary action with someone you supervised.

Customer Service

- Tell me about a time when you provided excellent customer service.
- Give me a specific example of a time you had to address an angry customer.
- Tell me about a time you had to deal with a customer that thought they were right, even though they were wrong.
- Give me an example of a time you initiated a change in process or operations in response to customer feedback.
- Describe an emergency that forced you to rearrange your time in order to get results for your customer.
- Tell me about a promotion or initiative that you developed. How did it meet customer needs?

Judgment and Problem Solving

- What is the biggest error in judgment or failure you made in a previous job? How did you correct the problem?
- Tell me about an improvement in the workplace you made that another department now uses.
- Tell me about a time you anticipated future needs and made changes to current responsibilities to meet those needs.
- Describe a problem you identified in a past job and what process you implemented to solve it.
- Describe a situation where you had to use fact-finding skills.
- Tell me about a time you used problem solving at work.
- In your current job, what steps do you go through to ensure your decisions are correct/effective?

Passion and Creativity

- Tell me about the last time you thought outside the box and broke the rules. What prompted you to do this and what did you do?
- Give me an example of a truly innovative suggestion you made at work.
- Give an example of a time when you created a new process or program that was considered risky. How did you persuade others to accept your proposal? What was the outcome?
- Describe the most significant or creative presentation/idea that you developed and/or implemented.
- Tell me about a suggestion you made to improve the way a job process was done.

Sustaining Success and Motivation

- Tell me about a time when you had to motivate someone. What technique did you use?
- Describe what you have done to increase your skill set in the last five years.
- What have you done to keep your job knowledge current with the changes in the industry?
- Tell about a time you faced a difficult challenge in a recent educational experience. What was the challenge and how did you handle it?
- Tell me about a time when you've taken risks in order to obtain better results in your job duties.
- Give me an example of a time your department was going through long-term changes or working on long-term projects. What did you do to stay (or keep your staff) focused?
- Give me an example of a time you helped a staff member accept change and make the necessary adjustments to move forward.

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