**Behavior Interview Bank of Questions**

Describe what you would say if asked to talk about yourself in a group of 15 people.

If someone told you that you had made an error, describe how you would react and what you would say in your defense.

If someone asked you for assistance with a matter that is outside the parameters of your job description, what would you do?

You are a committee member and disagree with a point or decision. How will you respond?

Describe what you would classify as a crisis.

You are angry about an unfair decision. How do you react?

Suppose you are in a situation where deadlines and priorities change frequently and rapidly. How would you handle it?

How do you know when you are stressed? What do you do to de-stress?

Tell me about a time when you were a part of a great team. What was your part in making the team effective?

Give me an example of a time when you had to deal with a difficult co-worker. How did you handle the situation?

How do you think your co-workers would respond if you were absent from work?

Can you tell me about a time during your previous employment when you suggested a better way to perform a process?

Tell me about a personal or career goal that you have accomplished and why that was important to you.

Give an example of a time when you were trying to meet a deadline, you were interrupted, and did not make the deadline. How did you respond?

What strengths did you rely on in your last position to make you successful in your work?

What do you do when you know you are right and your boss disagrees with you? Give me an example of when this has happened in your career.

Tell me about a situation you wish that you had handled differently based on the outcome.  What was the situation?  What would you change (or will you change) when faced with a similar situation?

Suppose your supervisor asked you to get information for them that you know is confidential and he/she should not have access to. What would you do?

Describe a time when you performed a task outside your perceived responsibilities. What was the task? Why did you perceive it to be outside your responsibilities? What was the outcome?

It’s 4:30 on a Friday afternoon. Your supervisor gives you an assignment that needs to be finished by 8:00 Monday morning. You have already made plans to be away the entire weekend. What would you do?

If you observed a co-worker who made inappropriate sexual or racial remarks to another employee, and it was obvious to you that the situation was creating an uncomfortable environment, what would you do?

**Creative Thinking**

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   What's the best book you've read in the last year? Please take a minute and tell us what you liked about it.  What was the most creative thing you did in your last job?  What is your interpretation of “success?”  Describe an ideal work environment or “the perfect job.”  In what way(s) do you express your personality in the workplace? |

**General**

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   Could you share with us a recent accomplishment of which you are most proud?  What would you have liked to do more of in your last position? What held you back?  Tell us a bit about your work background, and then give us a description of how you think it relates to our current opening.  What are your qualifications in your area of expertise, i.e., what skills do you have that make you the best candidate for this position? Include any special training you have had (on-the-job, college, continuing education, seminars, reading, etc.) and related work experience.  Why have you applied for this position?  What skill set do you think you would bring to this position?  Tell me about your present or last job. Why did you choose it? Why did you/do you want to leave?  What was your primary contribution/achievement? Biggest challenge?  What are your short-term and long-term goals?  In what areas would you like to develop further? What are your plans to do that?  What are some positive aspects of your last employment/employer? What are some negative aspects?  What do you think about SOPs (Standard Operating Procedures)?  What are your career path interests?  What do you know about our company?  Why should we hire YOU?  If the position required it, would you be willing to travel?  If the position required it, would you be willing to relocate?  If you were offered this position, when would you be available to start?  After learning about this opportunity, what made you take the next step and apply for the job?  If you are the successful applicant, how would you expect to be different after a year in this position?  Now that you have learned about our company and the position you are applying for, what hesitation or reluctance would you have in accepting this job if we offer it to you?  Tell me anything else you would like us to know about you that will aid us in making our decision.  What questions would you like to ask me? |

**Accounting**

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   Describe some recent projects you were involved in to improve Accounting’s efficiency/effectiveness. What did you do?  Describe for me a time when you have come across questionable accounting practices. How did you handle the situation?  Have you completed month end/year end closing? How much experience do you have with this?  Describe your most challenging encounter with month end/year end closing. How did you resolve the problem?  Describe your PL (profit/loss) experience.  What type of inventory audits have you been involved in? Describe challenges you’ve faced.  Tell me about your knowledge of commissions accounting.  What experience have you had with tax accounting? |

**Customer Service**

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   What do you like about being in Customer Service? What do you find is the most difficult part of being in Customer Service?  Tell me about a time when you went out of your way to give great service to a customer.  Describe a process or system that you improved so customers would be better served.  Tell me about a time when you asked for feedback on your customer service skills from your manager or co-worker and then used that response to improve your work.  Tell me about a time when you knew that your customer might not get what he or she needed on time. How did you handle this?  Tell me about a time when you had to say “No” to a customer because it was against company policy.  Tell me about a time when you had trouble working with a difficult or demanding customer. How did you handle this?  Tell me about a situation in which you “lost it” or did not do your best with a customer. What did you do about this?  **Customer Service #2**  How do you go about establishing rapport with a customer?  Give an example.  Describe a time when you exceeded a customer’s expectations?  Describe a time when you lost a customer.  What would you do differently?  When are policy exceptions to customers warranted?  Not warranted?  How do you go about deciding what strategy to employ when dealing with a difficult customer?  We all have customers or clients – who are your clients and how do you identify them?  What have you done to improve relations with your customers? |

**Administrative**

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   What do you like about working with customers/clients? Dislike?  Describe a time when you had to deal with a difficult boss, co-worker or customer. How did you handle the situation?  Give us an example of how you stay organized when juggling multiple tasks.  Have you worked with under time constraints before? Can you give us an example?  Was there a time when you struggled to meet a deadline?  What is unique about your work style?  What do you know about the company?  Describe a time when you made a mistake at work? How did you deal with this situation and what was the outcome?  What do you think of your last boss?  What do you think your last boss would say about you and your work?  Each boss is little different, my management philosophy /style is \_\_\_\_\_\_. In what way do you think that your work style would compliment mine? What do you foresee to be challenges or adjustments for us in this new role?  Describe your previous experience with travel planning and reservations.  What experience do you have scheduling meetings, conferences and ordering food and materials for meetings?  How would you describe your skills in Word, Excel, PowerPoint, and Access (relevant software used in the job)? Beginner, intermediate, or advanced?  How many words per minute can you type? |

**Information Technology**

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  | | --- | --- | |  |  |   In your experience, what are the essential elements of an IT disaster recovery plan?  Describe the types of network security features you have implemented or maintained in the past.  When you have several users experiencing computer problems, how do you determine which users get help first?  Describe your decision-making process when selecting which IT certifications to pursue.  Of your certifications, which one(s) have you found most helpful when you encounter technical problems on the job?  In your opinion, how does managing a staff of technical workers differ from managing other kinds of workers?  What brands of hardware do you feel most comfortable dealing with?  What software have you had the most success supporting?  What characteristics do you feel are necessary for success as a technical support worker?  Describe a past situation in which you provided excellent customer service to a user. | **Tools** |

**Sales**

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   In what sales venues have you been involved?  Describe the sales activities in which you were engaged in your last job.  What were your responsibilities from the commencement to the end of the sales cycle?  How would you rate yourself as a closer?  As a sales rep, what support, either administrative or sales assistance, did you receive?  Have you ever been engaged in team sales?  How would you describe your abilities as a business developer? As a business maintainer?  How were your incentives structured in your last job?  Did you have assigned quotas or targets?  What, historically, has been your quota/target penetration ratio?  How much of your time was devoted to sales vs. other assigned duties?  What was the best sales training program you have participated in?  Describe the ideal sales job from your perspective.  How would your prior sales managers describe your sales capabilities? For business development? For enhancing existing customer business?  Describe the best sales incentive plan you have worked under.  Describe the ideal sales support you would need to be most effective as a sales rep..  What was the worst sales role you have been engaged in?  What does customer mean to you?  What does servicing the sale mean to you? |

# Productivity/Time Management Questions

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   When you have a lot of work to do, how do you get it all done?  Give me an example.  Have you ever done a cost-benefit analysis?  Tell me about it.  Describe a time you identified a barrier to your (and or others’) productivity and what you did about it.  Describe a time you recommended a change to procedure.  What were the cost and/or productivity savings?  Tell me about your productivity and time management skills?  What do you do when someone else is late and preventing you from accomplishing your tasks?  How do you determine what amount of time is reasonable for a task? |

**Problem/Analysis Solving**

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   Have you ever solved a problem others around you couldn’t?  Tell me about it.  What was one of the toughest problems you ever solved?  What process did you go through to solve it?  Do people ever come to you for help in solving problems?  Why?  How do you begin to solve a problem that initially seems insurmountable?  What do you do when you are faced with an obstacle to an important project?  Give me an example.  How do you analyze different options to determine which is the best alternative? |

**Project Management**

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   What type of projects have you managed in the past?  Have you had a non-productive team member on your project team? What happened and how did you handle this situation?  What did you bring to the last position you were in? Describe how your strengths improved the team.  What was the last big project you worked on?  • How did you start this project?  • What were the deliverables?  • What metrics did you use to measure ongoing project status?  • What, if any, cost overrun issues did you have? How did you handle these?  • What other obstacles did you overcome?  • Were the deadlines met? (Why or why not?)  • What would you have done differently?  Describe specific project for this position.  • How would you start this project?  • Who should be on the project team? Why?  • What are the three biggest risks for this project?  • What control measures/techniques would you put in place to overcome these three risks? |

**Teamwork Questions**

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   When groups work together, conflict often erupts.  Tell me about a time that conflict occurred in one of your work groups and what you did about it.  Tell me what role you play within work groups and why.  How would people you work with describe you?  Tell me about the most effective contribution you have made as part of a task group or special project team.  Tell me about a time you pitched in to help someone finish a project even though it “wasn’t your job.”  What was the result?  Have you ever been in a position where you had to lead a group of peers?  How did you handle it?  Tell me about problems you had and how you handled them.  What is essential for a team to be successful?  Tell me about a time you worked in a cross functional team? Were there different challenges compared to a departmental task team?  Have you ever worked in a virtual team?  If so, tell me about this experience. What were the team dynamics? Was the team successful? What would you do differently?  If not, what do you perceive to be the advantages and disadvantages of this type of team? How would you suggest creating team cohesiveness in a virtual setting?  Tell me about a situation where political power plays affected team dynamics. How did you or could the team have overcome or avoided this situation? |

**Quality Questions**

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   Tell me the steps you take to monitor the quality of your work.  Have you ever contacted a customer with the sole purpose of to seeking feedback about a product or service you delivered?  What did you learn?  What did you change?  Describe a time you received unsolicited feedback from a customer about your work.  What did you do?  What improvements/changes were suggested or made?  Tell me how the quality of your work impacts others around you.  How do you decide when something is “good enough” or when it needs to be as close to perfect as possible? |

**Learning Questions**

|  |  |  |
| --- | --- | --- |
| |  |  | | --- | --- | |  |  |   Describe a time when you took a new job that required a much different set of skills.  Have you had an occasion when a prior strength actually turned out to be a weakness in another setting?  How did you cope?  What are your major professional reading sources?  What sorts of things have you done to become better qualified for your career?  Careers grow and develop just like people do.  Where do you see your career now? Why?  What are you doing to sustain it?  What’s the most valuable thing you’ve learned in the past year?  Why?  Do you feel you are knowledgeable about current industry related legislation or trends? Why or why not?  What was the last work-related educational seminar or class you attended? Why did you attend this course? How have you transferred the knowledge gained in the course to your work?  Through your career have you learned more about your profession through coursework or through on the job experience? Explain. What is more important to your profession, experience or continued education?  What area of your last job was most challenging for you? Why was this specific part of the position difficult? Is this still challenging? Why or why not?  Tell me about the one person who has influenced you the most within your career? Were they a manager or mentor? What did you learn from them? Why do you think you learned so much from them? |