

Sample Behavioural Interview Questions

Skills and competencies should be consistent with the requirements outlined in the job description and posting. Behavioural interview questions are based on the premise that past behaviour is the best indicator of future performance. Using behavioural interview questions provides an opportunity to assess whether or not the individual has the skills and competencies required for the role.

Skill/Competency	Description	Sample Interview Questions
Team Work	<ul style="list-style-type: none"> • Deals honestly and fairly with others, showing consideration and respect for individual differences • Assists other team members • Shared all relevant information and knowledge with others • Shares credit for outcomes accomplished 	<p>Can you describe a team initiative you have worked on where you felt the team was not working collaboratively? <i>Probing Questions: Why was this and how did you deal with it? What was the outcome?</i></p> <p>Describe the most rewarding experience you have had working on a team. <i>Probing Questions: What made this particular experience rewarding? What contributed to making this a successful experience? What role did you play to yield this result? What was your response?</i></p> <p>Tell us about a time when you were able to assist a coworker who was having difficulty with their workload. <i>Probing Questions: What was the situation? How did you assist them? What was the outcome?</i></p>
Interpersonal Skills	<ul style="list-style-type: none"> • Relates well to all kinds of people, up, down and sideways, inside and outside the organization • Builds appropriate rapport, builds constructive and effective relationships • Makes a conscious effort to be diplomatic and tactful; can diffuse tense situations 	<p>Tell us about a time you changed your interpersonal style midstream because something wasn't working. <i>Probing Questions: What did you do differently? What was the reaction/result?</i></p> <p>Tell us about a time where you were responsible for communicating with someone who had a hard time grasping the concept. <i>Probing Questions: What tactics did you use to help the person understand? What would you have done differently?</i></p> <p>Tell us about a time when you developed a strong relationship with a customer/department. <i>Probing Questions: How did you go about developing the relationship? What did you do that was "unique"?</i></p> <p>Tell us about a conflict or a disagreement you ran into at</p>

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		<p>work with a colleague. <i>Probing Questions: How did you handle the conflict situation? Were you able to come to a mutually agreeable solution? Did you involve a third party?</i></p>
Communication Skills	<ul style="list-style-type: none"> • Creates clear and effective oral, written and electronic communications • Keeps others informed on a timely basis • Builds and leverages relationships and understands different audiences • Practices attentive and active listening skills 	<p>Tell us about a time where you were responsible for communicating with someone who had a hard time grasping the concept. <i>Probing Questions: What tactics did you use to help the person understand? What would you have done differently?</i></p> <p>Tell us about a time when you were responsible for communicating an unpopular decision/procedure to an individual. <i>Probing Questions: What was the situation? How did you approach them? What was the reaction?</i></p> <p>Tell us about a time when you were misunderstood in e-mail correspondence. <i>Probing Questions: What alerted you to this misunderstanding? How did you clarify yourself? Were you able to effectively communicate your point? How?</i></p>
Customer Service	<ul style="list-style-type: none"> • Timely and responsive in servicing customers • Looks for innovative solutions to meet customer needs • Establishes effective relationships with customers and gains their trust and respect • Demonstrates empathy and genuine concern for customer while maintaining a rationale approach to problem solving 	<p>Describe a situation where you were faced with an upset/unhappy client. <i>Probing Questions: What steps did you take to resolve the problem? What was your approach? How did you know the problem was resolved? Did you involve a third party?</i></p> <p>Tell me about a time you went above and beyond the demands of your role to provide good customer service? <i>Probing Questions: What was the situation? What did you do? What was the outcome?</i></p> <p>Tell me about a time you had to deal with an unreasonable request from a customer. <i>Probing Questions: Why was it unreasonable? How did you respond? What was the reaction? Did you involve a third party?</i></p>

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<p>Adaptability</p>	<ul style="list-style-type: none"> • Can effectively cope with change • Demonstrates flexibility and a willingness to learn new skills • Is comfortable not have the complete picture • Remains calm in uncertain and/or uncomfortable situations 	<p>Describe a time when you had to live with an unresolved situation? <i>Probing Questions: how did you continue to be productive? Why was the situation unable to be resolved?</i></p> <p>Tell us about a time where you were expected to learn a new skill/concept in a very short period of time. <i>Probing Questions: How did you adapt to this situation? How long did it take you to feel comfortable in your new role?</i></p> <p>Tell us about a time when you were faced with an ambiguous situation and you were responsible for making a decision. <i>Probing Questions: What information did you gather to assist you in making your decision? What considerations came into play?</i></p>
<p>Priority Setting</p>	<ul style="list-style-type: none"> • Demonstrates logical thinking in deciding what's important • Can differential between what is most critical and least • Communicates priorities, stays focused 	<p>Tell us about a recent situation in your job when you were faced with multiple high-priority projects, each requiring very tight deadlines. <i>Probing Questions: How did you prioritize your time? What information did you gather to help you prioritize your tasks? What was the result? Would you change your approach next time?</i></p> <p>Describe an important project where you had to organize a group of people in order to achieve the expected results. <i>Probing Questions: How do you determine what resources were need? How did you establish responsibilities and priorities for the group and ensure the team remained focused?</i></p>
<p>Organizational Skills</p>	<ul style="list-style-type: none"> • Demonstrates good planning skills • Sets goals and tracks progress • Demonstrates resourcefulness in getting things done • Able to coordinate multiple activities at once 	<p>Tell us about a time when you were responsible for working on several tasks and were frequently interrupted (phone calls, emails, etc.) <i>Probing Questions: What was the situation? What types of interruptions did you experience? How did you organize yourself What was the outcome?</i></p>

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		<p>Describe a time when you were able to achieve the desired results in completing a project or task despite significant obstacles faced that were beyond your control. <i>Probing Questions: What was/were the obstacle(s)? What did you do to over come this hurdle? Who did you involve? What was the final outcome/results?</i></p> <p>Tell me about a time when you had to orchestrate multiple activities in order to accomplish a goal. <i>Probing Questions: How do you determine what activities needed to be done first? What additional assistance was required? What was the result? Would you change your approach next time?</i></p>
Time Management	<ul style="list-style-type: none"> • Spends his/her time and the time of others on what's important: understands priorities • Determines deadlines and breaks down tasks for efficiency • Sets limits and seeks clarification • Accurately assesses the length and difficulty of tasks/projects and develops schedules 	<p>Tell us about a time where you were required to work within a very tight deadline. <i>Probing Questions: How did you cope with this situation? Did you complete the work accurately and on time? How might you handle the same situation differently?</i></p> <p>Tell us about a time when you were working on multiple task/assignments/projects and were faced with competing deadlines. <i>Probing Questions: How did you manage your time? How did you cope with this situation? Did you complete the work accurately and on time? How might you handle the same situation differently? What was the result?</i></p> <p>Tell me about a time when you were particularly effective on prioritizing tasks and completing a project on schedule. <i>Probing Questions: What was the project? What did you do to ensure that the work was complete accurately and on time?</i></p>
Ability to work independently	<ul style="list-style-type: none"> • Demonstrates initiative, is resourceful • Ability to make timely and quality decisions • Able to effectively work with minimal 	<p>Describe a situation where you had minimal direction to complete a task? What did you do? <i>Probing Questions: What was the task? What information did you gather? Were there any resources available to assist? What was the result? Would you change your approach next time?</i></p>

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		<p>Describe a time when your quick action helped to head off a potential problem. <i>Probing Questions: What was the potential problem? What did you do to address the potential problem? What was the result? Would you change your approach next time?</i></p> <p>Tell us about a time when you identified a need for a new process and initiated its development. <i>Probing Questions: What steps did you take to initiate the change? What was your role? Was the new process effective – why/why not? How did you communicate the new process to others?</i></p>
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