



## Sample Behavior-Based Interview Questions

### Ability to Handle Stress

- What has been the most stressful situation you have found yourself in at work? How did you handle it?
- What have you done in the past to prevent a situation from becoming too stressful for you or your colleagues to handle?

### Adaptability

- Tell me about a situation in which you have had to adjust to changes over which you had no control. How did you handle it?
- Tell me about a time when you had to adjust to a colleague's working style in order to complete a project or achieve your objectives.
- Tell me about a transition you had to make in your career? Did you face any particular problems? How did you handle them?

### Analytical/Problem Solving

- Describe the project or situation that best demonstrates your analytical abilities. What was your role?
- Tell me about a time when you had to analyze information and make a recommendation. What kind of thought process did you go through? Was the recommendation accepted? If not, why?
- Tell me about a situation where you had to solve a difficult problem. What did you do? What was the outcome? What do you wish you had done differently?
- What steps do you follow to study a problem before making a decision? Why?

### Attention to Detail

- What process do you use to check that you have the right details from a customer or in responding to a question?
- Give me an example of a time you discovered an error that had been overlooked by a colleague. What did you do? What was the outcome?
- Tell me about a time that you were confused by a customer's request. What steps did you take to clarify things?

### Communication

- Tell me about a recent successful experience in making a speech or presentation?
- When have you had to present to a group of people with little or no preparation? What obstacles did you face? How did you handle them?
- Have you ever had to "sell" an idea to your co-workers? How did you do it?
- What obstacles or difficulties have you ever faced in communicating your ideas to a manager?
- Tell me about a time in which you had to use your written communication skills in order to get an important point across.
- When have you chosen to communicate a particular message in person as opposed to via email even though the email channel would have been a lot faster?

### Initiative

- Describe a project or idea (not necessarily your own) that was implemented primarily because of your efforts. What was your role? What was the outcome?



- Describe a situation in which you recognized a potential problem as an opportunity. What did you do? What was the result? What, if anything, do you wish you had done differently?
- Tell me about a project you initiated. What did you do? Why? What was the outcome? Were you happy with the result?
- Tell me about a time when your initiative caused a change to occur.
- What has been the best idea you have come up with during your professional career?

### **Interpersonal Skills**

- Give an example of when you had to work with someone who was difficult to get along with. How or why was this person difficult? How did you handle it? How did the relationship progress?
- Describe a situation where you found yourself dealing with someone who didn't like you. How did you handle it?
- Describe a recent unpopular decision you made. How was it received? How did you handle it?
- Describe a situation where you had a conflict with another individual, and how you dealt with it. What was the outcome? How did you feel about it?

### **Leadership**

- Tell me about a team project when you had to take charge of the project? What did you do? What was the result?
- Describe a leadership role you have held. Why did you commit your time to it? How did you feel about it?
- What is the toughest group that you have ever had to lead? What were the obstacles? How did you handle the situation?
- What has been your greatest leadership achievement in a professional environment? Talk through the steps you took to reach it.

### **Planning and Organization/Time Management**

- Describe a situation that required you to do a number of things at the same time. How did you handle it? What was the result?
- How do you prioritize projects and tasks when scheduling your time? Give me some examples.
- Tell me about a project that you planned. How did you organize and schedule the tasks? Tell me about your action plan.

### **Teamwork**

- Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?
- Tell me about a time when you worked with a colleague who was not doing their share of the work. How did you handle it?
- Describe a situation in which you had to arrive at a compromise or help others to compromise. What was your role? What steps did you take? What was the result?
- Tell me about a time when you had to resolve conflict between team members. How did you go about identifying the issues? What was the result?