

Behavioral-Based Interview Questions

QUESTIONS ORGANIZED BY CORE COMPETENCY

Relationship Management

- Describe a time when you inadvertently dissatisfied a customer. *How did you handle it?*
- Tell me about a time when you had to deal with a difficult or frustrating customer. *What made the client so difficult? How did you respond to the customer? Were you able to help the client? What was the customer's reaction? What was the end result?*
- Tell me about a time when you went beyond the call of duty in helping a client.

Communication

- Describe for me a time when you had to sway the thoughts or opinions of others? *How did you do it?*
- From time-to-time we've all had to work with someone who is difficult to get along with. *Can you remember a time when this occurred? Please describe how you handled it.*

Compatibility

- Please describe your ideal job and explain what makes it ideal.
- How does this opportunity square with your ideal position? *What do you view as the advantages as well as risks in joining us?*

Results Oriented / Quality

- Can you describe some accomplishments of which you are particularly proud?
- What is the best example you can provide of how your own initiative made the difference in achieving something you wanted? *What actions did you take? How did you decide to make a difference?*
- When have you missed an important deadline? *Why did you miss it? What was the outcome?*
- Describe a time when your own high standards made a difference in achieving a needed result?
- Have you significantly "raised the bar" for yourself and others? *Explain how you did it – your approach, the problems encountered, and the outcomes.*

Teamwork & Working Style

- Can you describe a time when you were responsible for multiple deliverables at one time. *How did you manage your priorities?*
- Please describe your ideal work environment.

- Tell me about a situation in which you had to gain the respect of your colleagues quickly. What did you do? What was the outcome?
- Tell me about the last time you asked for help.

Subject Matter Knowledge

- What are your favorite educational resources for training information? *How do you keep track of your education goals?*
- What is the last thing you did to continue your education? *What did you learn?*

Leadership

- Give examples of when people have readily followed your lead and when they did not. *How do you account for the differences?*
- Provide an example of a time when you were in an important leadership role. *What would an “outsider” say about your organization as a result of your leadership? What were your primary responsibilities? What specific goals did you set out to achieve? What were your challenges? What would you do differently? How did you handle resistance?*

Analytical Thinking/Problem Solving

- Can you describe for me a particularly thorny problem that you were pleased to solve?
- Describe a project you worked on that involved critical or analytical thinking, and that did not go very well. *What did you learn? What would you do differently and why?*

Ridiculousness

- What is the most ridiculous thing you have ever done?
- If you had to wear one costume for the rest of your life what would it be?
- Tell me about a time when you were able to make a boring or tedious project fun? *How did it affect the outcome? How did it affect the participants’ experience?*