

What is Behavioral Interviewing?

Behavioral questions are those that ask you to recall a past experience and discuss it. The premise for asking the question is because past behavior is a prediction of future behavior, giving the employer a look into how you may respond to different situations on the job.

Here are some examples of behavioral questions. Give me an example of a time when you:

- | | |
|--|--------------------------------|
| Communicated to a large audience | Took a risk and failed |
| Solved a difficult problem | Demonstrated leadership skills |
| Persuaded a group to do something they opposed | Served as a member of a team |
| Overcame a difficult obstacle | Planned an event or program |

Use the BAR/STAR Technique

BAR (Background, Action, Result), also known as STAR (Situation, Task, Action, Result), are techniques that you can use to describe powerful, relevant, and detailed behaviors demonstrating top characteristics. When practicing these techniques, follow the leading questions below to craft a strong response:

Background

What was the specific job or activity you (and/or group) were to accomplish or what problem were you solving?
Who was involved? Where and when did this occur?

Action

What steps did you (and/or team) take to complete the job or solve the problem?
How did you (and/or others) go about completing the steps?
How did you involve or manage others during the process?
Why did you take these particular steps? Did you consider alternatives and what were they?

Results/outcomes

Did you accomplish the job the way it was originally defined? Were deliverables used? Was the result an improvement?
Did you improve or maintain good interpersonal relationships as a result of your actions?
What were the benefits of your actions for the organization or for other individuals? Did it have effect/impact?
What lessons did you learn? What core skills did you acquire?
What did you learn about yourself? How did you grow from this experience? What might you do differently?