

## **SAMPLE BEHAVIORAL INTERVIEW QUESTIONS**

Behavioral interviewing allows the interviewer to ask open-ended, thought provoking questions. These questions engage candidates and require them to give detailed responses about themselves, their performance and conduct in previous work-related roles and situations. It's a very effective technique which can reveal what an applicant actually did, thought, decided, created, and led. An easy way to formulate a behavioral question would be to start the question with: "Tell me about a time when...." Example: "Tell me about a time when you had to work really hard to complete a project."

Below are some sample behavioral questions for specific areas that may be used during an interview:

### ***Personal***

1. Why makes you the best candidate for the position? Why should we hire you?
2. Describe a time when you had to motivate yourself? Why was that necessary?
3. Describe a time when you brought value to your organization. Why was that important and how was it recognized?
4. Describe how you would assist FIU in fulfilling its mission. (Provide the candidate with a copy of the FIU Mission Statement)

### ***Service Orientation***

1. What is your customer service philosophy?
2. Describe a time when you provided excellent customer service by going above and beyond your primary job responsibilities. Describe your involvement. What was the final outcome?
3. Tell me about a time when you were faced with a serious customer service problem. How did you resolve that problem? What was the final outcome?
4. Describe a time when you looked for ways to provide better service for your customers. What was the situation and what I direct report for providing unsatisfactory customer service. What did you say and do that made a difference in his/her delivery of service?

### ***Building Trust***

1. Think of a situation where there wasn't a trusting relationship with another co-worker. What did you specifically do to try to build a more trusting relationship? What was the result?
2. Describe a time when you had to really "walk the talk." How difficult was it? What were the results?
3. Describe a time when you had to go the "extra mile" to gain and develop trust among colleagues, staff or constituents. What did you learn from your experience?
4. How would you coach someone else on building trust?

### ***Communication***

1. Are you a proactive or a reactive communicator? Please explain.
2. Think of a time when you had to be either proactive or reactive in your communication with others. What was the situation? What was the outcome?
3. Think about a time when you found it necessary to verbally communicate critical information to an employee or employees. What was the issue? How did you determine the success of that communication?
4. Give me an example of a situation that required you to communicate in writing with an employee or your supervisor. How did you achieve that communication?
5. Tell me about a time when you had difficulty in communicating with others. What made it difficult? How did you overcome the difficulties?
6. Describe a specific event in which you had a conflict with a co-worker. Were you able to reach a mutually beneficial resolution to that conflict?
  - o If not, why were you and your co-worker unable to reach a mutually beneficial resolution?
  - o If you knew then what you know now, what would you have done differently to either prevent the conflict, or to resolve the conflict?

### ***Interpersonal Relations***

1. Describe the type of people you enjoy working with and the leaders to whom you report.
2. We have a good team-oriented environment. Give me an example of a successful team experience from a previous job.
3. Give me an example of an unpleasant teamwork experience. How did you manage the situation?
4. Describe a workplace situation in which you had to deal with a difficult customer or co-worker. How did you deal with it? What were the results?
5. Please tell me about a situation that required you to work closely with someone with whom you disagreed or had a personality conflict. How did you deal with the issue?
6. Give me an example of when you had the most difficulty communicating with people. Why was it so difficult?

### ***Project Management/Prioritization & Organization***

1. Tell me about a time when you had a lot of work to accomplish in a short time. How did you manage that situation? What was the result?
2. Think of a time when you had to manage multiple projects and meet certain deadlines and explain the most difficult part of that situation. How did you deal with it?
3. Think of a time when you had to organize one of your busiest workdays. What was the day like and how did you organize the day's work?
4. Think of a time when you had both large and small projects to complete. How did you go about setting priorities and completing those projects? What challenges did that present?

### ***Problem-Solving/Decision Making Skills***

1. Give me an example of an important work related goal you set and tell me about your plans to reach that goal. What did you learn from this experience? How did the outcome affect others?
2. Describe one of the most difficult problems you faced on the job. What made the problem difficult to resolve? How did you solve it?
3. What was your most challenging decision in the last six months? What made it challenging?
4. Give me an example of a time when you were faced with a complex work related matter and you could not decide on the best course of action. What did you do?
5. What kind of problems have people recently called on you to solve? Describe your methodology for resolving the problem.
6. Tell me about a specific work situation when you prevented a problem before it occurred. Why were you successful in preventing the problem? Describe the lessons learned from your actions.
7. Describe a scenario in which you worked diligently on a project and it did not produce the desired results. Why didn't you get the desired results? What did you learn from the experience?

### ***Professional/Leadership***

1. Please describe the roles and functions of your position.
2. Please describe some of your strengths and weaknesses.
3. Tell me the strengths and weaknesses of your present or previous supervisor.
  - o How did these strengths of your supervisor compliment your weaknesses?
  - o How did your strengths compliment your supervisor's weaknesses?
4. What are three of your greatest professional achievements at your current company?
  - o Describe how these achievements have helped you to grow professionally.
  - o Describe a time when a particular on-the-job achievement helped you grow professionally.
  - o Describe how these achievements have helped you to grow personally.
5. Under what style of management do you work well? Under what style of management do you prefer not to work?
6. Tell me about a time when you had to evaluate someone who wasn't meeting the requirements of the job. How did you handle that situation? What was the outcome?
7. Please describe in detail a project for which you were responsible, how you carried out the project and what were the end results?
8. Tell me about a time when you were unable to finish a task because you did not have enough information or were under-prepared. What problems did it create and how did you overcome them?
9. Tell me about a time when you did not communicate or have enough information to make a decision. How did it impact the situation? What action did you take to mitigate the possible damage?
10. Describe a time when you had to go above and beyond the call of duty in order to get a job done.
11. Think back to some action you have taken, a policy you influenced, or a program you implemented that positively impacted the organization. Why did you do so and what was the outcome?

***Technology Proficiency***

1. Please name the different types of software that you use on a regular basis.
2. What types of software are you interested in learning?
3. Give an example of the time when you had to learn some new software. How did you become proficient in its use?
4. Please explain the role technology has played in a previous job. How did you feel about that role? What other technology would have been helpful?

Hiring officials/search committees are encouraged to formulate additional questions germane to their specific area, goals and objectives.