



Behavior-Based Interview Questions

Examples for effective interviewing

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Behavior-based interview questions are designed to uncover how a candidate has acted in specific situations in the past. The premise is that past behavior is the best predictor of future performance. By asking candidates to describe real-life scenarios, interviewers can gain insights into their skills, problem-solving abilities, and overall suitability for the role. Use these questions as a starting point and adapt them to fit the specific requirements of the position.

Teamwork and Collaboration

- Describe a time when you had to work with someone difficult. What made them difficult, and how did you handle the situation?
- Tell me about a time you were part of a team that failed. What was your role, and what did you learn from the experience?
- Share an example of a time when you had to motivate a team to achieve a goal.
- Describe a situation where you had to compromise or give in to someone else's idea. Why did you do it, and what was the outcome?
- Tell me about a time you had to resolve a conflict within a team.

Problem-Solving and Decision-Making

- Describe a complex problem you faced and how you approached solving it. What steps did you take?
- Tell me about a time you made a mistake. How did you handle it, and what did you learn from it?
- Share an example of a time when you had to make a difficult decision with limited information.
- Describe a situation where you had to think outside the box to solve a problem.
- Tell me about a time you anticipated a potential problem and took steps to prevent it.

Adaptability and Resilience

- Describe a time when you had to adapt to a significant change in the workplace. How did you handle the transition?
- Tell me about a time you faced a major setback. How did you recover and move forward?
- Share an example of a time when you had to learn a new skill or technology quickly.

- Describe a situation where you had to work under pressure and meet a tight deadline.
- Tell me about a time when you had to deal with unexpected challenges.

Leadership and Initiative

- Describe a time when you took initiative to improve a process or solve a problem.
- Tell me about a time when you had to lead a team through a challenging situation.
- Share an example of a time when you mentored or coached someone.
- Describe a situation where you had to persuade others to accept your ideas.
- Tell me about a time when you identified a need and took action to address it.

Customer Service and Communication

- Describe a time when you had to deal with a difficult customer. How did you handle the situation?
- Tell me about a time when you had to explain a complex topic to someone who was not familiar with it.
- Share an example of a time when you had to deliver bad news.
- Describe a situation where you had to resolve a misunderstanding or conflict with a customer or colleague.
- Tell me about a time when you went above and beyond to provide excellent customer service.

Summary

This document provided numerous examples of behavior-based interview questions covering a wide range of skills and competencies. Remember to tailor these questions to the specific role and company culture to gain the most relevant insights into a candidate's potential fit. Ensure you are consistently using the STAR method (Situation, Task, Action, Result) when evaluating candidates' responses to gain the most insight.