BEHAVIORAL-BASED INTERVIEWING

Interviews, these days, are becoming more sophisticated, especially in those states where the matter of reference checking has become a legal issue. Therefore, it is possible that some of your interviews will be behavioral in nature. The objective is to ensure a match of values and style, not just skills. Applicants are asked how they would handle specific situations.

Behavioral based interviewing is an assessment technique that focuses on the premise that past behavior is the best predictor of future behavior.

In a behavioral interview, you may be asked (1) what examples can you give me in which your work made a difference? (2) How did you approach the situation? (3) What action did you take? You may be asked how you would handle a specific type of difficult person, or asked to give the basis of a decision you’ve made. Preparing to handle this kind of questioning will be critical. The key is, understanding that the interviewer is more interested in the process than the result, that is, the reasoning behind your decision. Remember, the interviewer is interested in how you think. Therefore, he/she will take the time to listen to your answers.

Examples of the Opening Words of Some Behavioral Based Questions:

- Give an example of a time in which you…
- Give an example of a time in which you…
- Describe a time when you…
- Tell me about a time when you…
- Give me an example of a specific occasion…
- Describe a situation in which you…
- Describe the most significant…
- What did you do in your last job in order to be…
- Use the Challenge-Action-Result Model to frame your answers!

Similar in intent are “predictive” questions, in which the interviewer asks you what you would do in the future in a given situation. The same rules for answering behavioral questions apply to these future based questions. Think about how you handled similar situations in the past and use those insights when describing what actions you would take and what results you would expect to achieve.