

# Behavioral/Situational Questions

Behavioral interview questions are based on how you have used job specific skills in the past. Respond to this type of question by researching the company and reviewing the job description to determine what type of skills the interviewer is looking for. Then, prepare stories that demonstrate your technical and personal skills. Here are some behavioral and situational questions you may be asked in an interview.

## **Planning and Organizing**

- Tell me about a recent short term plan you delivered for your team.
- Tell me about a time when you had to meet a challenging deadline. How did you manage your workload?
- What processes have you used to control backlog in your work?
- Tell me about a recent short term plan you developed for your team.
- What objectives did you set for the last six months? How have you monitored your progress toward these objectives?

## **Problem Assessment and Problem Solving**

- Tell me about a situation where you had an issue with a team member. How did you resolve it?
- Tell me a recent success you had with sorting out a customer complaint.
- Tell me a time when you identified a problem that had escaped your work group's attention.
- Describe a time you were caught unaware by a problem. What did you do?
- Describe a situation where you had to utilize a number of different resources to sort out a problem.

## **Communications**

- Describe a time where you were able to resolve a conflict situation using your communication skills.
- Tell me about a situation where poor communication led to poor work performance. How did you correct the situation?
- Tell me about a time when you had to give feedback to someone after they performed poorly.
- Describe a time you went out of your way to help a co-worker.
- Tell me about the most effective contribution you have made as part of a working group.

# Behavioral/Situational Questions

## **Adaptability**

- Tell me about a time you adjusted your approach when it was not meeting with success.
- Have you ever had to change your work style to accommodate your supervisor or manager? What did you do?
- Tell me about a time when the priorities on an assignment or project you were working on suddenly changed.
- How have you managed it when your schedule was disrupted by new demands?
- Describe a time when you had to take on some of a co-worker's duties. How did you react?

## **Judgment and Decision Making**

- Tell me about a time when your knowledge of a client helped you make a decision.
- Describe a recent decision you had to make quickly.
- Take me through the toughest decision you had to make in your last job.
- Tell me about a time you had a number of alternatives to choose from. How did you go about choosing one?
- Tell me about a time you asked for help in making an important decision.

## **Work Standards**

- Describe your biggest achievement at your last job.
- Describe a time you had to re-do a piece of work. What happened?
- Describe some ways you have made improvements to your work processes.
- How do you define success in your work? Give me an example.
- Tell me about a time you had to persevere to overcome a difficult obstacle to achieve your objective.