

SAMPLE BEHAVIORAL INTERVIEW QUESTIONS

Behavioral interview questions require the candidate to draw on their actual past experiences in providing a response. Here are some samples questions for you to practice answering in preparation for your interview.

1. Describe a time when you had to deal with an irate customer. How did you handle it? What was the outcome?
2. Describe a time when you had a conflict with a co-worker. How did you handle it? What was the outcome?
3. Describe a time when you disagreed with something your boss told you. How did you handle it? What was the outcome?
4. Describe a complex, technical problem you were asked to solve in the last three years at work.
5. Describe a time in the past few years when you had to use your computer technology skills to make a process or project more efficient.
6. Tell us about a time when you had a failure at work.
7. What is the biggest mistake you have made in your career?
8. Describe a time when you were asked to perform a task and you did not have the needed resources to complete it. How did you handle it?
9. What courses did you excel in during your formal education? What courses were your most difficult?
10. Describe the steps you take when you are assigned a complex project. How do you begin?
11. Would you describe your expertise with Microsoft Word as Expert, Proficient, Basic or Entry Level?
12. Tell us about a time when the customer was right and the agency was wrong. How did you handle that?
13. Describe your experience with _____ system.
14. Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.

15. Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
16. Give me a specific example of a time when you used good judgment and logic in solving a problem.
17. Give me an example of a time when you set a goal and were able to meet or achieve it.
18. Tell me about a time when you had to use your presentation skills to influence someone's opinion.
19. Give me a specific example of a time when you had to conform to a policy with which you did not agree.
20. Please discuss an important written document you were required to complete.
21. Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
22. Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
23. Give me an example of a time when you had to make a split second decision.
24. What is your typical way of dealing with conflict? Give me an example.
25. Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
26. Tell me about a difficult decision you've made in the last year.
27. Give me an example of a time when something you tried to accomplish and failed.
28. Give me an example of when you showed initiative and took the lead.
29. Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.
30. Give me an example of a time when you motivated others.
31. Tell me about a time when you delegated a project effectively.
32. Give me an example of a time when you used your fact-finding skills to solve a problem.

33. Tell me about a time when you missed an obvious solution to a problem.
34. Describe a time when you anticipated potential problems and developed preventive measures.
35. Tell me about a time when you were forced to make an unpopular decision.
36. Describe a time when your work was corrected by your boss.
37. Describe the steps and amount of time you took to learn _____ system.
38. Tell us about a time when you made an error and someone else caught it.
39. Tell us about a time when you had to confront a co-worker about a work-related matter.
40. What sorts of things have you done to become better qualified for your career?
41. When you have a lot of work to do, how do you get it all done? Give an example.
42. Give two examples of things you've done in previous jobs that demonstrate your willingness to work hard.
43. Tell us about your experience in past jobs that required you to be especially alert to details while doing the task involved.
44. It is very important to build good relationships at work but sometimes it doesn't always work. If you can, tell about a time when you were not able to build a successful relationship with a difficult person.
45. Describe a situation where you felt you had not communicated well. How did you correct the situation?
46. How do you go about explaining a complex technical problem to a person who does not understand technical jargon?
47. Tell us me about a situation when you had to speak up (be assertive) in order to get a point across that was important to you.
48. How do you go about establishing rapport with a customer? What have you done to gain their confidence? Give an example.
49. What was your most difficult decision in the last 6 months? What made it difficult?
50. Keeping others informed of your progress/actions helps them feel comfortable. Tell your methods for keeping your supervisor advised of the status on projects.