

## Behavioural Interview Questions

Behavioural interview questions are designed to determine how the interviewee behaves in certain situations. They are developed on the concept that **past behavior is the best predictor of future behavior**.

Behavioural interview questions require the interviewee to provide an example that illustrates how they handled a particular situation, eg. solved a problem, handled a client complaint, took initiative etc. These questions have become increasingly more popular, and it is essential to prepare for them so you have an inventory of strong examples ready to choose from.

With some preparation, practice, and the use of the STAR approach (described below), you can walk into an interview feeling ready to tackle any behavioural question.

### STAR Approach

When responding to a behavioural question, breaking your response into the following categories can be an effective method to ensure you hit the major marks and feel confident in your response.

**Situation/Task (S/T)** - Briefly introduce the situation or task you will describe in your response. Don't spend too much time on this, just set the stage.

**Action (A)** – Explain the action you took to remedy the situation or complete the task. This is the “meat” of your response. You want to demonstrate clear thinking, solid decision-making and initiative. Be specific about the action you took personally.

**Result (R)** – Explain the outcome of your action. You want this to be a powerful and memorable ending to your example – demonstrate there was a positive, well-received outcome.

### Behavioural Question Categories

When preparing for behavioural interview questions, you can prepare examples from your past experience that fall into these general categories. Write out your examples and practice – mock interviews are invaluable! \* See “**Sample Interview Questions**” for a list of specific questions.

1. Problem solving
2. Leadership/ initiative
3. Communication
4. Conflict
5. Organization
6. Customer service
7. Reliability/loyalty
8. Team Work