

Sample Behavioral Interview Questions

Use these questions as guides to structuring your STAR Stories

COMMUNICATION

Oral Communication

1. Talk about a successful presentation you gave and why you think it did well.
2. What steps do you take to establish a good working relationship with others?

Written Communication

1. Describe a time when you had to use your written communication skills to get an important point across
2. Can you tell me about a recent writing assignment, what it entailed, and what steps you took to make sure the assignment was correct?

More Questions Related to Communication Skills

1. Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
2. Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
3. Tell of a time when your active listening skills really paid off for you - maybe a time when other people missed the key idea being expressed.
4. What has been your experience in giving presentations? What has been your most successful experience in speech making?
5. Tell of the most difficult customer service experience that you have ever had to handle perhaps an angry or irate customer. Be specific and tell what you did and what was the outcome.
6. Give me an example of a time you had to persuade other people to take action. Were you successful? If yes, what led to your success? If not, what would you do differently next time?
7. Describe a situation in which you had to use reference materials to write a research paper. What was the topic? What journals did you read?

8. Give me a specific example of a time when a co-worker or classmate criticized your work in front of others. How did you respond? How has that event shaped the way you communicate with others?
9. Give me a specific example of a time when you sold your supervisor or professor on an idea or concept. How did you proceed? What was the result?

PERSONAL SKILLS

Initiative

1. Tell me about a time when you moved things forward on a project.
2. Tell me about a time you were faced with a customer's question and you did not know the answer. What steps did you take to ensure customer satisfaction?

Responsibility

1. Tell me about a time when you took advice and acted on it. What action did you take? How did you feel about the result?
2. Tell me about a time you showed accountability to the team and followed through on your commitments. Who else was involved? What was your role?

More Questions Related to Personal Skills

1. By providing examples, convince me that you can adapt to a wide variety of people, situations and environments.
2. Describe a time when you were faced with problems or stresses that tested your coping skills.
3. Give me an example of an important goal, which you had set in the past and tell me about your success in reaching it.
4. Sometimes it's easy to get in "over your head." Describe a situation where you had to request help or assistance on a project or assignment.
5. Describe a situation in which you found that your results were not up to your professor's or supervisor's expectations. What happened? What action did you take?
6. Tell me about a situation in which you have had to adjust quickly to changes over which

you had no control. What was the impact of the change on you?

7. Describe some times when you were not very satisfied or pleased with your performance. What did you do about it?
8. What are your standards of success in school? What have you done to meet those standards?
9. Have you found any ways to make school or a job easier or more rewarding or to make yourself more effective? How do you determine priorities in scheduling your time? Please provide examples.
10. Tell me about a difficult situation when it was desirable for you to keep a positive attitude. What did you do?
11. Tell me about a time when you failed to meet a deadline. What things did you fail to do? What were the repercussions? What did you learn?

INTERPERSONAL SKILLS

Conflict Management

1. Tell me about a time you had to respond to an unhappy customer or client.
2. How do you deal with differences of opinion when working on a team?

Leadership

1. Describe one experience when you had to lead a team.
2. In what situations do you prefer to use your leadership skills? Can you give me some examples?

Teamwork

1. Tell me about a rewarding team project that you worked on.
2. Tell me about a time when you have worked on a team, and your role was crucial, what was that role? In what way was this team effort different or similar to working on your own?

More Questions Related to Interpersonal Skills

1. Describe a situation in which you had to arrive at a compromise or guide others to a compromise.
2. In a supervisory or group leader role, have you ever had to discipline or counsel an

employee or group member? What was the nature of the discipline? What steps did you take? How did that make you feel? How did you prepare yourself?

3. How have you differed from your professors in evaluating your performance? How did you handle the situation?
4. Describe some projects or ideas (not necessarily your own) that were implemented, or carried out successfully primarily because of your efforts.
5. Give an example of when you had to work with someone who was difficult to get along with.
6. Why was this person difficult? How did you handle that person?
7. Give me a specific example of something you did that helped build enthusiasm in others.
8. Describe a time when you put your needs aside to help a co-worker or classmate understand a task. How did you assist him or her? What was the result?

THINKING SKILLS

Critical Thinking

1. Describe a work-based situation when you were presented with an idea you hadn't considered before. What did you do?
2. Describe a time when you had to make a decision but you didn't have all the information to hand. What did you do?

Decision Making

1. Talk about a time when you had to make a difficult decision at work in the last year. How did you decide what to do?
2. Tell me about a time when you sought someone's help to make a decision at work.

Problem Solving

1. Give an example of a time you identified and fixed a problem before it became urgent.
2. Tell me about that you were required to finish multiple tasks by the end of the day. How did you prioritize them?

More Questions Related to Thinking Skills

1. Give me a specific example of a time when you used good judgment and logic in solving a problem.

2. Give an example of a time in which you had to be relatively quick in coming to a decision.
3. Describe the most significant or creative presentation that you have had to complete.
4. Tell of a time when you worked with a colleague who was not completing his or her share of the work. Who, if anyone, did you tell or talk to about it? Did the manager take any steps to correct your colleague? Did you agree or disagree with the manager's actions?
5. We can sometimes identify a small problem and fix it before it becomes a major problem. Give an example(s) of how you have done this.
6. Recall a time from your work experience when your manager or supervisor was unavailable and a problem arose. What was the nature of the problem? How did you handle that situation? How did that make you feel?
7. Recall a time when you were assigned what you considered to be a complex project. Specifically, what steps did you take to prepare for and finish the project? Were you happy with the outcome? What one step would you have done differently if given the chance?
8. Describe a situation that required a number of things to be done at the same time. How did you handle it? What was the result?
9. Give me an example of a time you had to make an important decision. How did you make the decision? How does it affect you today?
10. Tell me about a time when you had to make a decision, but didn't have all the information you needed.
11. Describe the system you use for keeping track of multiple projects. How do you track your progress so that you can meet deadlines? How do you stay focused?
12. Tell me about a time when you came up with an innovative solution to a challenge your company/class/organization was facing. What was the challenge? What role did others play?