

JOB
SEEKER
ADVICE.

Tips for Behavioural Interviews

What is a behavioural interview?

A behavioural interview is a structured interview that collects information about past behaviour.

Because past performance is a predictor of future behaviour, a behavioural interview attempts to uncover your past performance by asking open-ended questions.

Each question helps the interviewer learn about your past performance in a key skill area related to the position. The interview will be conducted face-to-face whenever possible.



STAR

In a behavioural interview, the interviewer will ask questions about your past experiences. A useful way to prepare for this style of questioning is to use the STAR technique.

- What was the **SITUATION** in which you were involved?
- What was the **TASK** you needed to accomplish?
- What **ACTION(S)** did you take?
- What **RESULTS** did you achieve?

The STAR technique is a way to frame the answers to each question in an organised manner. STAR gives the interviewer the most information about your past experience. Respond by answering each component of the STAR technique.

Using the STAR technique

Pre-Interview Preparation tips

What's the best way to stay relaxed and calm during an interview? Be prepared. Here are some tips:

Research the business unit or department

Review the job description to understand the skills required

Allow plenty of time to get to the interview and plan to arrive early

Know the exact place and time of the meeting

Identify transferable skills, key accomplishments, work style, and personal and professional strengths

Review your resume

Know why you want the job

Get a good night's rest

Be able to express the unique marketable skills you have to offer

Remind yourself of specific experiences that exemplify your skills and strengths

Prepare a list of four or five questions about the department or position

Do 'research' on yourself as well

Become familiar with the products, services, structure, competitors, reputation, and any recent significant changes to the company



Behavioural interview questions



Need more help? Here are some behavioural question examples:

Tell me about a time when you had to cope with a stressful situation

Give me an example of a time when you surpassed a customer's expectations

Tell me about a time when you were on a team, and one of the members wasn't doing his or her share

Please give me an example of a time when you took the initiative to improve a specific work process

Give me an example of a time when you had to make a split second decision

Tell me about a time when you felt a need to update your skills or knowledge in order to keep up with the changes in technology. How did you approach that?

Describe a time when you had to use logic and good judgement to solve a problem

Describe a time when a customer got angry with you. How did you react? How did you resolve the situation?

Give me an example of a time when you used your fact-finding skills to solve a problem

Describe a time when you put your needs aside to help a co-worker understand a task. How did you assist them? What was the result?

Tell me about a time when a customer requested special treatment that was out of the scope of normal procedures. What was the situation and how did you handle it?

Advice for the interview

Project energy and enthusiasm. Be honest while focusing on communicating your professional achievements

Be polite to everyone you meet at the interview

Be conservative in your use of fragrance, cosmetics, and jewellery

Thank the interviewer for their time. Ask when they expect to make a decision.

Be aware of the interviewer's body language and other non-verbal cues

Look your professional best.

Do not chew gum, swear, or use slang

Take a moment to formulate your answers before you speak

Make eye contact with the interviewer

Listen carefully, and feel free to ask for clarification before answering a question

Where possible, take work samples to make you stand out.

