



## Behavioral Descriptive Interview Questions

Employers are interested in obtaining the right "match" for the position. Traditional questions usually do not provide enough information for the interviewer to make an objective decision. Behavioral descriptive interview questions are used to obtain examples of what the potential employee did in the past and how they performed on specific tasks or functions. The questions uncover information in the areas important to successful job performance - the can do and will do factors.

To answer these questions it is important to plan answers before the interview and then practice the answers numerous times so an anecdote (story) is easily related to the interviewer. Each answer should include the company/organization which the incident happened, a description of what happened, the results of what happened, what you learned from the incident and a summary statement.

### **Planning and Organizational Skills, Problem solving, Stress Management**

- 1) Explain how your organizational skills helped you complete a project/job
- 2) Do you feel you are a well organized person? Explain how this assists you with your work
- 3) I'd like to concentrate on how you organize and manage your projects/work tasks. What skills do you possess in this area?
- 4) Tell me about a time when good planning really paid off for you.
- 5) This question is related to your work habits. In general, briefly describe how you normally go about accomplishing an assigned task.
- 6) Tell me about the busiest time you had on your last job.
- 7) Tell me about a time when you wish you had done more planning.
- 8) Every job has its slack periods. Tell me about a time when you had free time in your job.
- 9) What was a difficult obstacle that you had to overcome and how did you handle it?
- 10) How do you go about making an important decision?

- 11) Please give an example of a problem which you faced on any job you have had and tell me how you went about solving it.
- 12) Tell me about the toughest deadline you faced and how did you complete the assignment/project.
- 13) How do you hold up under pressure or deadlines? Please give me an example from a recent job that describes your ability to handle pressure.
- 14) Sometimes, during a rush period, people have to miss their breaks just to get the work done. Tell me about a time this might have happened to you.
- 15) Sometimes when we are in a hurry we tend to rush through a job and don't take as much care in doing it as we ought. As a result, we end up having to do the job all over again.
- 16) Unfortunately, we don't always manage to catch mistakes. Can you recall a mistake that you missed that was most embarrassing for you?
- 17) Sometimes, when we are pressed for time, we neglect to check our work to make sure that is complete as well as correct. Tell me about a time when you were in this situation.

### **Attendance**

- 18) Tell me about a time when you really had to hustle to make it to work on time.
- 19) Every now and then we all miss a day. Tell me about the most recent day you missed.
- 20) We all have to miss some days for good reasons. Tell me about the most recent time that you needed time off.

## Communication Skills and Interpersonal Skills

- 21) We all days when we feel overburdened and frustrated. On these days, dealing with clients/customers seems to be more of a chore than anything else. Tell me about the most frustrating time when you did not have time to deal with a client /customer.
- 22) Explain the most favourable comment you received from a client/customer
- 23) Please give me an example of a time when you effectively used your people skills to solve a customer problem.
- 24) In working with others closely day after day, disagreements are bound to arise. Tell me about a disagreement you experienced with a co worker.
- 25) We all experience some unpleasant time with our peers (coworkers). Tell me about the most trying time you have had with a co worker.
- 26) What sort of relationships do you have with your co workers and supervisor? Please give me an example that describes your interpersonal skills.
- 27) Tell me about the most favourable comment you have received from a member of your staff
- 28) Describe a situation that explains how well you get along with people
- 29) I am interested in finding out how well you get along with other.  
Please give me an example related to the work place.
- 30) Tell me about a time when you were able to help a co worker through a difficult situation.
- 31) Tell me about a time when you helped a co worker with learning anew task or solving a problem
- 32) People work at different speeds. Tell me about the most difficult moment you faced with the slowest partner you worked with.

- 33) It is often necessary to work together in a group to accomplish a task. Can you tell me about the most recent experience you had working as part of a group?
- 34) We all enjoy being recognized for the good work that we do. Tell me about a time you supervisor complimented you on your work.
- 35) Sometimes we put off talking to our boss about something. Tell me about the time you most reluctant to go and talk with your supervisor, even though you knew you should.
- 36) It's impossible to please someone all the time. Tell me about the most serious disagreement you had with your supervisor over some aspect of your work.
- 37) At one time or another, everyone has become upset over a task assigned by the supervisor. Tell me about the last time this happened to you.
- 38) Tell me about the most undesirable project/work task you were assigned.
- 39) Tell me about a time you had a really good idea and had to persuade your supervisor to accept it.