

Great Answers for Behavioural Interview Questions

The Career Education Department

Student Question: At a recent interview I was asked a lot of behavioural based questions. I didn't answer them well! Any suggestions for improvement for future interviews?

Answer: These are increasingly common interview questions that probe into your past work experience. They often start with the phrase "tell me about a time when you..." Your answers give employers a more accurate glimpse into the type of employee you will be with the theory **that past behaviour is often the best predictor of future behaviour!**

The most effective way to answer these questions is to follow the steps in 'S.T.A.R.'

S = Situation. Explain the circumstances and context in which the event took place.

T = Tasks. Explain the tasks that were asked of you.

A = Action. Describe what you did and how you did it.

R = Results. Describe the outcome, surrounding circumstances, reactions and what the results were.

Strategies For Effective Answers:

~Prior to the interview carefully consider what stories you have to share. They can be from work, school or volunteer experiences.

~It is best not to use the same example more than once when responding to these questions.

~Be sure to have a selection of both positive and negative experiences to share. If using a negative story put a positive twist on it. Talk about what you learned and how it made you a better employee.

~Listen carefully to each question; this will help ensure you share the best suited story.

Sample Behavioural Questions:

~Describe a time when you demonstrated initiative.

~Tell me about a time that you made a mistake at work.

~Describe a past experience that demonstrates great team work.

~Give me an example of a time when you had a conflict with someone at work or in school.

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