

# Behavioral Interview Question Library

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## **BETTER WAYS TO ASK THESE TRADITIONAL INTERVIEW QUESTIONS**

<b>Do not Ask</b>	<b>Instead, Ask</b>
Why do you want to work here, or why do you want this job?	What do you know about CC? What is it about CC that intrigues you? How did you get into this field and what has kept you on this career path?
Where do you see yourself in five years?	How does this opportunity fit into your career goals?
What was the worst thing about your last employer? or What did you like the least about your last job?	What aspects of your previous position did you find most professionally challenging?
What are your greatest weaknesses?	In what areas would you like to develop further? What are your plans to do that? Or what areas of training would your past supervisor say you would benefit from the most?
What would your last boss say about you?	Tell us about the most recent feedback you have received from a supervisor.

## **BEHAVIOR BASED QUESTIONS**

### **ABILITY TO HANDLE STRESS**

- Tell me about a high-pressure work situation you faced and how you managed it.
- What have you done in the past to prevent a situation from becoming too stressful for you or your colleagues to handle?

### **ADAPTABILITY**

- Tell me about a situation in which you have had to adjust to changes over which you had no control. How did you handle it?
- Tell me about a time you worked with someone whose style was very different from yours. How did you collaborate, and what was the result?
- Tell me about a time when you faced an unexpected challenge at work. How did you approach it, and what did you learn from the experience?
- Tell me about a time when you had to develop a new skill. How do you approach the learning process?

### **ANALYTICAL SKILLS / PROBLEM SOLVING**

- Describe a project or situation that best demonstrates your analytical or problem-solving abilities. What was your role?
- Tell me about a time when you had to analyze information and make a recommendation. What kind of thought process did you go through? Was the recommendation accepted? If not, why?

- Tell me about a situation where you had to solve a difficult problem. What did you do? What was the outcome? What do you wish you had done differently?
- What steps do you follow to study a problem before making a decision? Why?
- What types of metrics do you currently track or have tracked? How do you use these to make a decision?
- Describe a time when you were given a problem without a lot of information. How did you handle this situation?
- Give an example of a time you identified and fixed a problem before it became urgent.
- Describe a time you had to solve a problem without managerial input. How did you do it and what was the result?

### **ANTIRACISM/DIVERSITY/EQUITY/INCLUSION**

- Tell me about a time you helped your team members feel included and valued in their daily work. What actions did you take, and what impact did you see?
- Tell me about a time when you advocated for antiracism, diversity, equity, and inclusion with colleagues who do not understand its importance.
- Share an example of your approach to understanding the perspectives of colleagues from different backgrounds.
- Tell me about a time you helped your team members feel included and valued in their daily work. What actions did you take, and what impact did you see?
- What is your approach to navigating sensitive workplace discussions while maintaining respect and professionalism?
- Share examples from past work experience that demonstrate how you have used ADEI values to bring about change or positive results.

### **ATTENTION TO DETAIL**

- Tell me about a time you identified a mistake in your work. How did you address it, and what did you learn from the experience?
- Share an example of when you identified an error in work completed by a colleague. How did you address it with them, and what was the outcome? Give me an example of a time you discovered an error that had been overlooked by a colleague. What did you do? What was the outcome?
- Tell me about a time when accuracy was extremely important in your work. What steps did you take to ensure precision, and what was the outcome?

### **CLIENT FOCUS / CUSTOMER ORIENTATION**

- When have you had to deal with an angry customer? What did you do? How did the situation end up?
- Tell me about a time you were assigned an existing customer relationship. What steps did you take to earn their trust and ensure a positive working relationship?
- Give an example of a time you went out of your way to ensure a customer received the best possible service from you and the organization. What was their reaction?
- Tell me about a time you advocated for a customer's needs while balancing company priorities. What was the outcome?

- What process do you use to check you have the right details from a customer?
- Tell me about a time when you were confused by a customer's request. What steps did you take to clarify things?

## **COMMUNICATION**

- Tell me about a recent successful experience in making a presentation.
- When have you had to present to a group of people with little or no preparation? What obstacles did you face? How did you handle them?
- Describe a situation where you needed to gain buy-in from your coworkers for a new idea or approach. What steps did you take to communicate your message effectively?
- Describe a time you communicated successfully despite a challenging working relationship.
- What obstacles or difficulties have you ever faced in communicating your ideas to a manager/supervisor?
- Tell me about a time in which you had to use your written communication skills to get an important point across.
- Describe a time when you chose to deliver a message in person rather than through email, even though email would have been quicker. What factors influenced your decision, and what was the outcome?
- Tell me about a time you had to simplify a complex issue in order to explain it to a client or colleague?

## **CREATIVITY**

- When was the last time you thought "outside the box" and how did you do it? Why? What was the outcome?
- Tell me about a problem that you have solved in a unique or unusual way. What was the outcome? Were you happy or satisfied with it?
- Give me an example of when someone brought you a new idea that was odd or unusual. What did you do?
- When have you brought an innovative idea into your team? How was it received?

## **DECISION MAKING**

- Tell me about a time when you had to make a decision without all the information you needed. How did you handle it?
- Give me an example of a time when you had to be quick in coming to a decision. What obstacles did you face?
- Tell me about a challenging decision you have had to make in a work setting. What process did you follow to reach your decision, and what was the outcome?
- Give an example of a work-related decision you made that you ultimately regretted. What happened? What would you have done differently?

## **GOAL SETTING**

- Share an example of a significant career goal you set for yourself. How did you work toward achieving it? What obstacles did you encounter and how did you overcome them?

- Tell me about a professional goal that you set that you did not reach. What did you take away from the experience?
- How do you go about setting short-term goals and long-term goals for yourself or your team? What steps did you take along the way to keep yourself accountable?
- Tell me about your proudest professional accomplishment and why this achievement is significant to you.

### **INITIATIVE**

- Describe a project or idea (not necessarily your own) that was implemented primarily because of your efforts. What was your role? What was the outcome?
- Describe a situation in which you recognized a potential problem as an opportunity. What did you do? What was the result? What, if anything, do you wish you had done differently?
- Tell me about a project you initiated. What did you do? Why? What was the outcome? Were you happy with the result?
- Tell me about a time when your initiative caused a change to occur.

### **INNOVATION**

- Please tell me about a time when you had to share or pitch an idea to someone in a more senior position. How did you go about this task, and what was the outcome?
- Describe a time when a manager asked you to come up with a creative way to complete a project? What steps did you take?
- Tell me about a time when your creative idea received resistance from co-workers?
- Describe a project where none of the usual paths to completion worked? What did you do instead?

### **INTEGRITY/HONESTY**

- Discuss a time when your integrity was challenged. How did you handle it?
- Tell me about a time when doing the right thing came at a cost. How did you handle the situation, and what was the outcome?
- Tell me about a time when you had to balance honesty with professionalism. How did you navigate it?
- Give a specific example of a time when you had to follow a policy you disagreed with. What was the situation, and why did you choose to comply?

### **INTERPERSONAL SKILLS**

- Give an example of when you had to work with someone who was difficult to get along with. How/why was this person difficult? How did you handle it? How did the relationship progress?
- Describe a situation where you found yourself dealing with someone who did not like you. How did you handle it?
- Describe a recent unpopular decision you made. How was it received? How did you handle it?

- In your view, what are the key elements of building and sustaining successful work relationships? Share an example of how you have applied these principles in your own experience
- Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa). How did you handle the situation?
- Tell me about a time when you had to work on a team with someone you did not get along with. What happened?
- Describe a situation where you had a conflict with another individual, and how you dealt with it. What was the outcome? How did you feel about it?

### **LEADERSHIP**

- Tell me about a team project when you had to take charge of the project. What did you do? What was the result?
- Tell me about a leadership role you have held, inside or outside of work, and what you learned from it.
- What is the toughest group that you have ever had to lead? What were the obstacles? How did you handle the situation?
- What has been your greatest leadership achievement in a professional environment? Talk through the steps you took to reach it.
- What have been the greatest obstacles you have faced in building/growing a team?
- Describe a time when you were responsible for leading a team of people but also for doing the same job as your team members. How did you balance your time?
- Tell me about a decision you made that proved unpopular, and how you handled it.
- Tell me about a time you had to solve conflict between two team members. How did you assess the situation, what steps did you take to address it, and what was the outcome?
- Give me an example of a time you had to motivate a team member who was struggling.

### **PLANNING AND ORGANIZATION / TIME MANAGEMENT**

- Describe a situation that required you to do several things at the same time. How did you handle it? What was the result?
- How do you prioritize projects and tasks when scheduling your time? Give us some examples.
- Describe a project you were responsible for planning. How did you organize and schedule tasks, and what steps did you take to develop and execute your action plan?
- When has a project or event you organized not gone according to plan? What happened? Why? How did you react?

**SKILLS/KNOWLEDGE**

- Tell me about the strengths you relied on in your last position to make you successful in your work.
- Describe what you see as your strengths related to this job/position.
- In what areas would you like to develop further? What are your plans to do that?
- How did you gain the technical knowledge you need to do your job?
- How do you keep informed about what is happening in your field?

**TEAMWORK**

- Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?
- Tell me about a time when you worked with a colleague who was not doing their share of the work. How did you handle it?
- Tell me about a time when you were a part of a great team. What was your part in making the team effective?
- Describe a situation in which you had to arrive at a compromise or help others to compromise. What was your role? What steps did you take? What was the result?
- Tell me about a time when you had to work on a team that did not get along. What happened? What role did you take? What was the result?
- What was the biggest mistake you have made when delegating work as part of a team project?
- Tell me about a time when you had to settle a dispute between team members. How did you go about identifying the issues? What was the result?
- What have you found to be the difficult part of being a member, not a leader, of a team? How did you handle this?

**TENACITY / RESILIENCE**

- Tell me about a particular setback you have faced. How did you deal with it?
- When have you ever found yourself in a competitive situation professionally? How did you handle it?
- When have you seen your tenacity or resilience really pay off in a professional setting? What was the outcome?
- Tell me about a situation you wish that you had handled differently based on the outcome. What would you change (or will you change) when faced with a similar situation?

**WORK STANDARDS/PERFORMANCE**

- Describe the best supervisor you have had. What was it about their management style that appealed to you?
- Describe the work environment in which you feel you did your best work.
- Please provide specific examples on how you keep your supervisor informed of your progress.
- What personal performance standards do you set for yourself? What have you done to meet them?

**PROBING/FOLLOW-UP QUESTIONS**

1. Can you explain what you meant by....?
2. What steps did you take?
3. What was your role?
4. What happened after that?
5. Who else was involved?
6. Tell me more about your interaction with that person.
7. How did he/she/they react?
8. How did you handle that?
9. How did you prepare for that?
10. How did you feel when that happened?
11. What was your involvement?
12. Can you talk me through your thoughts at the time you took that action?
13. What was your logic?
14. What was your reasoning?
15. Can you talk me through your thoughts at the time you took that action?
16. What obstacles did you face?
17. How did you resolve that?
18. Lead me through your decision process.
19. What was the outcome?
20. Were you satisfied with the outcome?
21. Looking back, how do you see things now?
22. What, if anything, would you have done differently?
23. What did you learn from that?
24. What did you learn from that experience?