



Behavioral Interviews: What Would You Do?

Interviewers often ask Behavioral Interview Questions, that is, questions that invite you to share how you react in a given situation. To ace Behavioral Interview Questions, remember the C-A-R formula.

C = **Conflict/Challenge**. First state the Conflict or Challenge you faced.

A = **Action**. Then share the Action(s) you took.

R = **Result**. Lastly, give some positive things that happened as a result of your actions.

See if you can answer these common Behavioral Interview questions.

- ***Describe a time when you had to work with a customer or co-worker in a particularly difficult or stressful situation.***

Why Interviewers Ask this Question:

They're looking at your interpersonal skills. Interviewers want to know how you develop rapport, establish and maintain communication, and work with colleagues to overcome problems.

Prompts to Help You Answer:

- Who was the customer or co-worker?
- When did this happen?
- Why was there a conflict?
- Why was it particularly difficult for you?
- What did you do to fix things or build rapport?
- What did your communication look like?
- Did you change the mind or behavior of your colleague?

- ***Give me an example of a time when you had persuade someone to do something that they didn't want to do.***

Why Interviewers Ask this Question:

They're looking at your ability to motivate people and build trust. Interviewers want to know how effective you are at influencing people, whether customers or colleagues.

Prompts to Help You Answer:

- Was it a customer, employee, supervisor, or friend you had to convince?
- What was your idea or proposal?
- Why were they having trouble believing your idea?
- What freed them from their way of thinking to start thinking differently?
- What tactics did you use?
- Why was it important to convince them of your idea?

- ***Tell me about an important goal you set for yourself and achieved.***

Why Interviewers Ask this Question:

They're looking at your ability to self-motivate and be proactive. Interviewers want to know what you care about most and how committed you are to attaining your goals.

Prompts to Help You Answer:

- Why did you pick this goal?
- How does this goal relate to the job you're pursuing? Does it?
- What was in the way of you achieving this goal?
- How big were the obstacles and how did you overcome them?
- How did you change upon achieving this goal?

- ***Give me a scenario where you initiated and ran a project from start to finish.***

Why Interviewers Ask this Question:

They want to see your ability to take initiative and lead something. Interviewers want to know you can be trusted to do the job right, to reliably complete the task you're assigned.

Prompts to Help You Answer:

- What was the project?
- Why was this project important to the organization/your boss/other people?
- How long did you have to complete the project?
- At what stage was the project in? Was it started already?
- Did anything unexpected arise while completing the project?
- Did you finish on-time or ahead of time?
- Did you receive any accolades or awards for your efforts?

- ***Tell me about a time when you worked really hard for something but did not achieve success.***

Why Interviewers Ask this Question:

They want to see how you deal with failure. Interviewers want to know that you own up to your mistakes, that you're resilient in the face of hardship, and that you find another way.

Prompts to Help You Answer:

- Why did you care so much about what you were working toward?
- How come you didn't succeed? What did you do that led to this failure?
- What obstacles did you face? What was out of your control?
- How did you react/respond?
- What positive thing happened after the so-called failure? What is the "bright side?"