

BEHAVIORAL INTERVIEW STRATEGIES

MOCK INTERVIEW INSTRUCTIONS: Spend 3-5 minutes reviewing and learning how to use the STAR Technique. Spend another 30-40 minutes asking yourself some of the questions below out loud (preferably looking in a mirror). Answer each question out loud. **Highlight or underline the questions you have difficulty answering or wish to practice during the Mock Interview.** Use eCONNECTION to schedule a Mock Interview in the Engineering Career Center. **DON'T FORGET TO BRING THIS DOCUMENT WITH YOUR HIGHLIGHTED QUESTIONS AND A COPY OF YOUR MOST RECENT RESUME TO THE MOCK INTERVIEW.** There is no dress code for Mock Interviews with Engineering Career Counselors. *Always dress professionally when interviewing with employers.*

STAR INTERVIEWING RESPONSE TECHNIQUE FOR SUCCESS IN BEHAVIORAL JOB INTERVIEWS

S ituation or	Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough <u>detail</u> for the interviewer to understand and use engineering terminology. This situation can be from a previous job, volunteer or tutoring experience, class project, team competition, impactful event or any relevant activity.
T ask	
A ction you took <small>(try to describe more than one action)</small>	Describe the action you took and be sure to <u>keep the focus on you</u> . Even if you are discussing a group project or effort, describe what <u>you</u> did -- not the efforts of the team. Don't tell what you might have done, tell what you accomplished.
R esults you achieved	What happened? How did the situation end? What did you accomplish? What did you learn? The end result should always show <u>you</u> in the best possible light.

SAMPLE BEHAVIORAL INTERVIEW QUESTIONS

- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- Give me an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to use your presentation skills to influence someone's opinion.
- Give me a specific example of a time when you had to conform to a policy with which you did not agree.
- Please discuss an important written document you were required to complete.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job/project/task completed.
- Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
- Give me an example of a time when you had to make a split second decision.
- What is your typical way of dealing with conflict? Give an example.

- Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
 - Tell me about a difficult decision you have made within the last year (or most recently).
 - Give me an example of a time when something you tried to accomplish failed.
 - Give me an example of when you showed initiative and took the lead.
 - Tell me about a recent situation in which you had to deal with a very upset customer, team member or co-worker.
 - Give me an example of a time when you feel you may have motivated others.
 - Tell me about a time when you delegated a project effectively.
 - Give me an example of a time when you used your fact-finding skills to solve a problem.
 - Tell me about a time when you missed an obvious solution to a problem.
 - Describe a time when you anticipated potential problems and developed preventive measures.
 - Tell me about a time when you were forced to make an unpopular decision.
 - Please tell me about a time you had to fire/dismiss a friend or co-worker.
 - Describe a time when you set your sights too high (or too low).
 - Give me an example of a time you may have observed someone doing something unethical. What did you do?
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Behavioral questions determine if you can effectively communicate your abilities and demonstrate the following valuable skill sets during an interview:

Critical/Analytical Thinking
Decision Making
Leadership
Teamwork/Teambuilding
Conflict Resolution
Effective Communication Skills
Accountability
Reliability
Integrity
Safety