

The Behavioral Interview

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Traditional vs. Behavioral Interviews

- Traditional: you are asked a series of questions which provide straight forward responses about work performed
- Behavioral: based on a predetermined skill set needed for the position, the interviewer wants to know how you handled the situation

Behavioral Interviews

- Behavioral interviewing asserts that “the most accurate predictor of future performance is past performance in a similar situation.”
- 43% of all organizations use behavioral interview to some degree

Behavioral Interview

- The employer attempts to gain specific information about your past performance as it relates to the skills and qualifications needed for the job
- The employer's questions are aimed at revealing job-related skills
- You may use experiences from work, activities, hobbies, volunteer work, school projects, family life

Behavioral Interview Success

- Preparation is the key to succeeding in a behavioral interview
- Candidates who prepare for behavioral interviews are better prepared-even for traditional interviews

Preparing for the Behavioral Interview

- Identify 3 selling points about yourself that is important for the interviewer to know and determine how you will convey the points throughout the interview
- Keep a personal diary of your projects or tasks that were met with success and challenges
- Analyze the type of position for which you are applying, review job description

Preparing for the Behavioral Interview

- Know your resume. Review your background, inventory your skills
- Identify examples from your past experiences that demonstrate skills needed for the job
- Quantify your results, the outcome of your tasks (if possible)
- Be prepared to provide examples of when you did not meet a task with success

Answering the Behavioral Interview Question

- Answer the questions by describing a specific situation
- Explain the situation, how you handled it, and the overall outcome
- Utilize the STAR technique when answering questions

STAR Technique

- **S = Situation**: find and describe a situation that ties into the interview question at hand.
- **T = Task**: further delineate a specific task you had to complete in this situation.
- **A = Action (s)**: discuss the approach you took to deal with the task, breaking down your actions one by one.
- **R = Result**: conclude by describing specific, concrete outcomes of your actions; making mention of accomplishments, improvements made as a result of your actions.

Responding with Success

- Know what skill sets the question is evaluating
- Be detailed and specific in your response
- Always answer the question in the STAR format

Behavior Based Questions

Decision Making and Problem Solving

- Give me an example of a time you had to keep from speaking or making a decision because you did not have enough information
- Give me an example of a time when you had to be quick in coming to a decision

Behavior Based Questions

Leadership

- What is the toughest group you have had to get cooperation from?
- Have you ever had difficulty getting others to accept your ideas? What was your approach? Did it work?

Behavior Based Questions

Communication

- Tell me about a situation when you had to speak up in order to get a point across that was important to you.
- Have you ever had to “sell” an idea to your co-workers or group? How did you do it? Did they “buy” it?

Behavior Based Questions

Interpersonal Skills

- What have you done in the past to contribute toward a teamwork environment?
- Describe a recent unpopular decision you made and what was the result?

Behavior Based Questions

Planning and Organization

- How do you decide what gets top priority when scheduling your time?
- What do you do when your schedule is suddenly interrupted? Give an example.

Evaluation System

- 5. MUCH MORE THAN ACCEPTABLE:
Significantly above criteria required for successful job performance
- 4. MORE THAN ACCEPTABLE:
Generally exceeds criteria relative to quality and quantity of behavior required.
- 3. ACCEPTABLE:
Meets criteria relative to quality and quantity of behavior required.
- 2. LESS THAN ACCEPTABLE:
Generally does not meet criteria relative to quality and quantity of behavior required.
- 1. MUCH LESS THAN ACCEPTABLE:
Significantly below criteria required for successful job performance.

Points to Remember...

- Understand the job description
- Know your resume
- Conduct a skills inventory for the position
- Respond in the STAR format
- Provide details and be specific

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