

## **BEHAVIORAL INTERVIEW QUESTIONS SAMPLE LIST**

### **ABILITY TO HANDLE STRESS**

- What has been the most stressful situation you have ever found yourself in at work? How did you handle 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 when you had to adjust to a colleague's working style to complete a project or achieve your objectives.
- Please share a time when you faced an unexpected challenge. How did you overcome this challenge?
- 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 the project or situation that best demonstrates your analytical 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, and 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 when you advocated for antiracism, diversity, equity, and inclusion?
- Could you share an example of how you make your direct reports feel a sense of inclusion belonging, and equity on a daily basis.
- Tell me about a time when you advocated for ADEI with colleagues who don't understand its importance.
- Share an example of your approach to understanding the perspectives of colleagues from different backgrounds.

- Describe how your career has been enhanced by exposure to diverse people, places, or experiences. Please provide a specific example.
- What is your approach to navigating discussions about potentially difficult topics, such as race, religion, politics, or sexual orientation? Please provide a specific example.
- Share examples from past work experience that demonstrate how you have used ADEI values to bring about change or positive results?

#### **ATTENTION TO DETAIL**

- Describe a time you made an error. Why did you miss the mistake? How did you handle the situation?
- Can you describe a time when a co-worker made a mistake, and you discovered it? What did you do?
- Give me an example of a time when accuracy was extremely important in your work.

#### **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 have “inherited” a customer. What steps did you take to establish rapport with them? What did you do to gain their trust?
- 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?
- When have you ever gone out on a limb to defend a customer? What happened?
- What process do you use to check that you have the right details from a customer?
- 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 that 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?
- Have you ever had to “sell” an idea to your co-workers? How did you do it?
- 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).
- 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.
- When have you chosen to communicate a particular message in person as opposed to via email even though the email channel would have been a lot faster?
- 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?
- Tell me about a problem that you’ve 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?
- What is the most difficult decision you’ve ever had to make at work? How did you arrive at your decision? What was the result?
- Give me an example of a work-related decision you made that you ultimately regretted. What happened?

## **GOAL SETTING**

- Give me an example of an important career goal which you set yourself and tell me how you reached it. What obstacles did you encounter? How did you overcome the obstacles?
- Tell me about a professional goal that you set that you did not reach. What did you take away from the experience?
- How have you gone 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 personal or 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.
- What has been the best idea you have come up with during your professional career?

## **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?
- Can you describe a time when a manager asked you to come up with a creative way to complete a project? What steps did you take?
- Can you tell me about a time when your creative idea received resistance from co-workers?
- Can you 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 you experienced a loss for doing what is right. How did you react?
- Tell me about a work situation when you felt honesty was inappropriate. Why? What did you do?
- Give a specific example of a policy you conformed to with which you did not agree. Why?

## **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 didn't like you. How did you handle it?
- Describe a recent unpopular decision you made. How was it received? How did you handle it?
- What, in your opinion, are the key ingredients in guiding and maintaining successful work relationships? Give me examples of how you have made these work for you.
- 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?
- Describe a leadership role of yours outside of work. Why did you commit your time to it? How did you feel about 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 have not only been responsible for leading a team of people but for also doing the same job as your team members? How did you juggle/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?
- 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 a number of 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.
- Tell me about a project that you planned. How did you organize and schedule the tasks? Tell me about 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's 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 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 an ideal work environment or "the perfect job."
- Describe the work environment in which you feel you did your best work.
- Tell us why you are interested in CC and this position.
- 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?

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

**Don't ask:** Why do you want to work here, or why do you want this job?

**Instead, ask:** What do you know about CC? What is it about CC that intrigues you? or How did you get into this field and what has kept you on this career path?

**Don't ask:** Where do you see yourself in five years?

**Instead, ask:** How does this opportunity fit into your career goals?

**Don't ask:** What was the worst thing about your last employer? or What did you like the least about your last job?

**Instead, ask:** What aspects of your previous position did you find most professionally challenging?

**Don't ask:** What are your greatest weaknesses?

**Instead, ask:** 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?

**Don't ask:** What would your last boss say about you?

**Instead, ask:** Tell us about the most recent feedback you have received from a supervisor.