

Engage! HR Solutions

Behavioral Interviews

“A significant problem in the interview process is that of data collection, evaluation, and interpretation. Use the right strategy and collect the right data – and you’ll see how valuable it will be throughout the entire recruitment process.”—Robert L. Genua, Author: The Employer’s Guide to Interviewing

Behavioral interview questions are based on the premise that past behavior is indicative of future behavior. It focuses on how a candidate handled real work situations. Rather than just asking what the candidate did, hiring managers ask how and why. This is a very effective method to determining the qualified candidate(s) and those who may have exaggerated on their resumes or just don’t have the specific skills/experience you’re seeking for the position.

By providing real life situations, employers can gain an accurate picture of how a candidate addresses work situations.

Common behavioral interview questions:

1. Describe a time when you disagreed with your supervisor on how to complete a task or accomplish something?
2. How have you prioritized multiple work assignments?
3. Tell me about a time when you had to adapt to changes in the work environment.
4. Have you ever had a deadline that you were unable to meet? What happened? What did you do?

Best practices for behavioral interviewing:

1. What did the candidate learn from past experiences? This identifies the candidate’s capacity to grow in a job.
2. Develop questions specific to the candidate’s experience. Don’t be afraid to delve deeper and ask follow-up questions to clarify their experiences.
3. Get the complete picture of the candidate’s abilities and knowledge. For example, for a customer service role, the candidate may have strong customer service experience, but may not be a good match because they don’t have strong organizational skills.



Contact Elizabeth at Engage! HR Solutions at engagehr.elizabeth@gmail.com to build recruitment strategies to attract and interview the **right talent** for your company.