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## How to conduct behavioral interview

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How did you react?"In this quick video, Indeed recruiter Evan explains how you can prepare and answer these questions.(Keep reading for in-depth tips along with behavioral interview questions and answers.)Here are some important tips to consider when preparing for your next behavioral interview:Study the job description.Review major projects you've worked on.Revisit previous job performance reviews.Make a list of your professional accomplishments.Use the STAR method to structure your response.Be open and honest in your answer.Practice your interview responses aloud.Keep your answers under two minutes.With these kinds of questions, interviewers are usually trying to learn three things: First, they want to know how you behaved in a real-world situation. Second, they want to understand the measurable value you added to that situation. Finally, they are trying to learn how you define something like "pressure at work"—a concept different people might interpret differently.Success in a behavioral interview is all about preparation. There aren't necessarily wrong answers. These questions are aimed at getting to know the real you. The important thing is to be honest and to practice structuring your responses in a way that communicates what you have to offer. Related: The Most Common Behavioral Interview Questions and AnswersYou can use the STAR interview method to prepare for behavioral interviews—a technique that helps you structure your response to behavioral interview questions. Using this method, you create a deliberate story arc that your interviewer can easily follow. Here's how it works:What is the context of your story? In setting the situation, you are telling your listener when or where this event took place. For example, "We were working on a six-month contract for a high-value client when our agency merged with another, larger firm..."What was your role in this situation? For example, "It was my role to lead the transition for my group while also communicating with our client to keep the project on track."What did you do? For example, "I set up weekly check-ins with the client to update them on the progress of the merger. This cemented an important level of trust between us. I also had regular one-on-ones with each person on the team, both to assess how they were handling the change and to make sure we would meet our deadlines."What did your actions lead to? For example, "We ended up completing the project on time, meeting all of their specifications. It was incredibly rewarding to navigate a lot of change and succeed under pressure."Related: How to Use the STAR Interview Response TechniqueRead the job description carefully. Make a list of the top skills or qualifications it calls for. Think of a story that demonstrates your ability in each area. Following the STAR technique, write your stories down, including the situation, task, action and result. Then, practice saying them out loud several times, either by yourself or with a friend. Keep in mind that your answer should only take about 1 1/2 to 2 minutes. As you include each of the elements, try to be succinct.If you're feeling shy or lacking confidence, this practice is all the more important. You should get comfortable with these stories. Remember, you won't be able to anticipate every behavioral question you get, but with a strong set of anecdotes, you'll be able to answer each one with confidence. Related: Lominger Interview Questions and Answers. The Behavioral InterviewHere are several examples of questions you might be asked in your next behavioral interview. Take some time to prepare sample answers for each both to practice and plan so you will be prepared for future interviews.Give me an example of a difficult problem you solved. How did you solve this problem?Tell me about a mistake that you've made. How did you handle it?Can you tell me about a challenging situation you overcame at work?Tell me about a time you learned a new skill. How did you approach it and how to did you apply your new learnings?Has there been a time when you had to pitch an idea to a manager or senior leader? What was the outcome?Tell me about a time when you overcame a conflict at work.Explain a situation in which you would have handled things differently.Tell me about a time you handled a stressful situation when you were under a lot of pressure.Can you tell me about a time you set and achieved a certain goal?What is your proudest professional accomplishment and why?Using the above techniques, here is an example of how you might answer a behavioral interview question:Question: Tell me about a time when you overcame a conflict at work.Answer: "At my last job, my colleague and I disagreed on how to handle a sensitive situation with our client. We made a mistake in their campaign that resulted in poor overall performance. While my colleague wanted to move forward without explaining the mistake, I thought it would be best to let the client know what happened.After going back and forth, I asked him if we could set some time aside to weigh the costs and benefits of each option. In the end, we needed to see each other's motivations and fears to get a better understanding of the other.We decided to let the client know what had happened and agreed to provide them with another campaign at no cost. While it did result in a short-term loss for the company, the client appreciated our honesty and booked an annual campaign exceeding their spending with us in the past. My colleague and I were also recognized for our teamwork and ended up counseling other client teams on conflict resolution." Create an Indeed Resume so you can be contacted by employers about new jobs. Interview Across the Generations Interview Across the Generations The ever-evolving interview process DNA of past successful hires Company culture and core values 2. Interaction with Hiring Authorities 2. Interaction with Hiring Authorities 4. Determine the Best Candidates 4. Determine the Best Candidates Take emotion out of the equation Present the best candidates 6. Follow Up and Quality Control 6. Follow Up and Quality Control What is behavioural interviewing?Behavioural interviewing is an increasingly popular type of job interview, where an interviewee is asked to provide examples from their past employment of specific situations and go through how they behaved in those circumstances. The logic is that past performance is predictive of future performance, ie how you behaved in the past will forecast how you will behave in the future.Why use behavioural interviewing?Behavioural interviewing is said to be the most accurate predictor of a candidate's future performance. Rather than simply taking a candidate's word for it that they have the skills and capabilities required for the role, this method of interviewing allows them to prove their worth.Traditional interviewing, using open questions like "tell me about your past work experience", often doesn't give you enough data to accurately evaluate a candidate. As each candidate can choose to answer these questions in a completely different way, it also makes it hard to compare candidates in an objective way. Ultimately, a traditional interview tends to mostly judge candidates on how well they interview, rather than how well they will do the job.Situational interviews are better, as they ask the candidate to describe how they might handle a certain situation. However, this does allow the interviewee to talk about what they might do, rather than stick to what they did do.By focussing purely on actual examples, behavioural interviewing makes it easier for an interviewer to objectively judge how a candidate will perform in the role. Each question can be followed up by further questions to get more detail and depth on specific behaviours, such as "what factors did you consider when you made that decision?" or "what were you thinking at that point?". This makes it very difficult for interviewees to exaggerate or "fudge" their answers to give you the responses they think you want to hear.Behavioural interviews are also a really good way to discover new talent and avoid age discrimination, as they do not require the candidate to have a great deal of direct work experience, but concentrate more on transferrable skills and competencies. Answers do not necessarily need to come from the workplace but could use examples from volunteer experience, extra-curricular activities or even family life.Preparing your questionsBefore you start putting together your list of questions for the interview, you need to establish exactly what behaviours are necessary for the role. Use your job description and person specification to put together a list of the key responsibilities for the role and then determine how an employee would be judged successful in those responsibilities.You'll then need to think about the characteristics and traits necessary in an employee to deliver those successful outcomes. Look at current successful employees in similar roles, and the qualities and skills they possess, to form a picture of your ideal candidate. You should also consider your organisation's culture and whether you want your new employee's personality to be similar or complementary. A typical profile would include competencies like interpersonal skills, decision-making skills, creativity, flexibility, enthusiasm, time management etc. Stick to the most important skills or you could be interviewing all day!Once you've got a list of your ideal behavioural traits, you can start to make up a list of questions to judge interviewees against. Make sure you use the same questions, in the same order, for every interview so it's easy to compare candidates.Typical behavioural interview questionsBehavioural interview questions are generally more specific and more probing than traditional interview questions. Each question should be designed to elicit an example of performance from past experience and should be followed up with further tailored questions to get to the key behaviour shown.Typical questions include:Give an example of an occasion when you used logic to solve a problem.Give an example of a goal you reached and tell me how you achieved it.Describe a decision you made that was unpopular and how you handled implementing it.Have you gone above and beyond the call of duty? If so, how?What do you do when your schedule is interrupted? Give an example of how you handle it.Have you had to convince a team to work on a project they weren't thrilled about?How did you do it?Have you handled a difficult situation with a co-worker? How?Tell me about how you worked effectively under pressure.You should be asking two-three behavioural questions for each competency to give you enough information to make an accurate assessment of the candidate's ability.STAR statementsWhen answering a behavioural interview question, candidates are expected to use the STAR method to shape their responses. When all candidates answer the question in a similar way, it makes it much easier to compare them afterwards.STAR is an acronym for the four parts of an answer to a typical behavioural question:Situation – the background to the example. The situation the candidate was in or the problem that faced them.Task – the ultimate goal or what the candidate needed to achieve.Action – what the candidate did and the reasons why they made this decision. If the action was a team initiative, it is important for the candidate to focus on their role only.Result – what did the action achieve and was the goal accomplished? It's not necessary for all examples to have positive results, as long as a candidate can justify their actions and show that they learnt from the results.Assessing intervieweesOnce all the interviews have been completed, use your interview notes to rate each candidate on the answers they have given. One of the benefits of using behavioural interviews is that it helps avoid bias in interviewing, so stick to a scoring system.For each question, identify the key behaviours that would separate an excellent candidate from a poor one. The interviewee can then be scored against each competency.A typical rating scale would be 1-5 where 4 or 5 was an excellent demonstration of that competency, 2 or 3 was adequate and 1 was extremely poor.Things to considerMake sure your list of desired behaviours is actually reflected in the job description and person specification that you use to advertise the role, or you will end up with unsuitable candidates for interview.Make sure candidates know it will be a behavioural interview when they are invited, giving them a chance to prepare their answers. Giving a candidate the chance to prepare will get you better interview answers and should help you judge their responses more easily.Taking very detailed notes is an essential part of the behavioural interview process, so that you can score a candidate's performance accurately.If you are using a recruitment agency like TPP Not for Profit, they should be able to help you put your list of desirable competencies together and help you construct behavioural interview questions.Useful LinksLists of behavioural competencies: Ten Behavioral Interview Questions75 Behavioural Interview Questions To Select The Best CandidateTPP's guide for candidates to competency-based interviews how to conduct a behavioral based interview. how to conduct behavioral event interview

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