

DEVELOPING EXCEPTIONAL RECRUITERS

Examples of Behavioural Based Interview Questions

Behavioural interview questions are based on the assumption that past behaviour is the best indication of what future behaviour will be like. In asking detailed questions about specific tasks the candidate undertook or experiences they had in real life settings in prior roles, you can anticipate how they may react in similar situations in the role you are interviewing for.

There are many examples of behavioural based interview questions, so we have broken them down into subcategories below, and provided key examples for each category.

We would recommend you ask at least 5 behavioural based questions per interview.

Interpersonal Skills and Communication

- This position requires liaison with staff at different levels of seniority. Can you describe a time when you have had to liaise with staff at different levels on a project and how you go about doing this?
- Tell me about a time when you found yourself having to work with a particularly difficult person. How did you handle it? What was the outcome?
- Have you ever had to persuade someone to accept your point of view or proposal? Can you give an example of how you did so?
- In this role, relationships internally and externally will be vital. Describe how you go about establishing and building relationships and any differences in style that may be required for different client groups. What was the result?
- What are some of the biggest or most demanding groups you have made presentations to? How do you alter your presentations to fit the required audience?
- Would you say that you are most effective in communicating face-to-face, by telephone, or in written form? Tell me about why you consider yourself to be most effective in this area and describe a situation that illustrates this.



Problem Solving

- Give an example of a complex problem that you have resolved. What happened? What was the result?
- Describe a situation where you have had to source information for a client. What avenues did you take to find the information?
- Can you think of an occasion when you've taken the lead on an issue, or problem and what was the outcome?
- Describe your experience in coordinating the efforts of different organizational units or people. What sorts of problems did you encounter? How did you deal with them?



Planning, Organisation and Time Management

- Describe a situation where you have had competing demands placed on you. How did you deal with the situation so all parties were satisfied? What was the outcome?
- Have you developed operational plans or goals? How did you go about doing this? How useful are they on a day-to-day basis?
- Have you ever had to plan, implement and evaluate a project from start to finish? How did you go about it? What was the outcome? Would you do anything differently the next time?
- How do you determine what constitutes top priorities in scheduling your time? Give examples.
- Describe the system you use for keeping track of multiple projects. How do you track your progress so that you can meet deadlines? How do you stay focused?



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Health and Safety

- In your past roles, have you ever noticed a process or task that was being done unsafely? How did you come to notice it and what did you do to resolve the issue?
- How do you keep up to date with information and policy in relation to WHS?



Adaptability

- Tell us about some situations in which you have had to adjust quickly to changes in organisational priorities? What was the impact of the change on you?
- What changes have you experienced in your current position, which have you embraced and why?
- Tell me about a time when you were working on an important task/project and the parameters (scope, timeframe, specifications) changed significantly and suddenly. What did you do? What were the results?
- Give an example of how you have been able to promote positive thinking about the upside of change rather than dwelling on the negatives. What was the situation and what was the outcome?



Initiative and Motivation

- Tell me about a time when you went above and beyond the call of duty to get the job done.
- What are your personal objectives for this year and how have you made sure that you attain them?
- Give me an example of when you have taken steps to make your job easier or more efficient. What did you do? What types of things did you implement? What was the outcome?
- What would be the most recent change or improvement you initiated at work? What was it? Why and how did you do it? What was the outcome or impact?
- Give me an example of where you have done something differently to improve your organisation's processes or way of doing things. What process needed to change and why? What was the outcome?



Teamwork

- Give an example of how you have fostered cooperation and teamwork within a team you have either managed or been a member of. How did you do it? What was the result?
- Can you give an example of when you have worked with others to achieve a successful outcome?
- Effective working relationships are often built on cooperation and collaboration. Tell me about a time when you have worked collaboratively with someone in order to bring about a successful outcome within the workplace. What kinds of things did you do?
- Tell me about a time when you've gone out of your way to help a colleague or team mate. What was the situation and how did you approach it? What was the outcome?

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