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**EXAMPLES OF
BEHAVIORAL QUESTIONS**

Teamwork behavioral questions:

- Are you a team player?
- Tell me about a team project that you worked on.
- Describe a project that required input from people at different levels in the organization.
- Share a rewarding team experience.
- Tell me about a time when you worked with a difficult team member.
- Give me an example of a team project that failed.
- Tell me about a time you stepped up into a leadership role.
- Talk about a time when you had to work closely with someone whose personality was very different from yours.
- Give me an example of a time you faced a conflict while working on a team. How did you handle that?
- Describe a time when you struggled to build a relationship with someone important. How did you eventually overcome that?
- We all make mistakes we wish we could take back. Tell me about a time you wish you'd handled a situation differently with a colleague.
- Tell me about a time you needed to get information from someone who wasn't very responsive. What did you do?
- 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?
- 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?



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Examples of Behavioral Questions

- 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?

Leadership ability behavioral questions:

- Tell me about a time when you demonstrated leadership skills.
- Tell me about a time that you took the lead on a difficult project.
- When have you delegated effectively?
- Describe a time when you led by example.
- Who have you coached or mentored to achieve success?
- Tell me about a time that you led an important meeting.
- 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?
- Give me an example of when you had to show good leadership.

Conflict-related behavioral questions:

- Tell me about a team project when you had to work with someone difficult.
- Tell me about a time you had a conflict at work.
- Give an example of a time you had to respond to an unhappy manager/customer/colleague.
- Tell me about a time that you disagreed with a rule or approach.

Problem solving behavioral questions:

- Tell me about a situation where you had to solve a difficult problem.
- Describe a situation in which you found a creative way to overcome an obstacle.
- Tell me about a time that you identified a need and went above and beyond the call of duty to get things done.
- Tell me about a time when you came up with a new approach to a problem.

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Examples of Behavioral Questions

- What's the most innovative new idea that you have implemented?
- Tell me about two improvements you have made in the last six months.
- What was the best idea you came up with at your last job?
- Describe a time when you anticipated potential problems and developed preventive measures.
- Please describe a time when you faced a significant obstacle to succeeding with an important work project or activity.
- Tell me about a time when you had to analyze information and make a recommendation
- 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?
- Give me an example of a time when you used your fact-finding skills to solve a problem.
- Tell me about a time when you missed an obvious solution to a problem.
- Describe a time when you anticipated potential problems and developed preventive measures.
- "Tell me about a situation where you had to solve a difficult problem."
- "Tell me about a time when you missed an obvious solution to a problem."
- Give me an example of a problem you faced on the job, and tell me how you solved it.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.

Analytical skills

- 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?

Client-Facing Skills behavioral questions:

- If the role you're interviewing for works with clients, definitely be ready for one of these. Find an example of a time where you successfully represented your company or team and delivered exceptional customer service.
- Describe a time when it was especially important to make a good impression on a client. How did you go about doing so?
- Give me an example of a time when you did not meet a client's expectation. What happened, and how did you attempt to rectify the situation?
- Tell me about a time when you made sure a customer was pleased with your service.
- Describe a time when you had to interact with a difficult client. What was the situation, and how did you handle it?
- When you're working with a large number of customers, it's tricky to deliver excellent service to them all. How do you go about prioritizing your customers' needs?

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Examples of Behavioral Questions

- When have you had to deal with an irate 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?
- How have you handled a situation in the past where your client has changed the brief or “changed the goalposts”?
- Give an example of a time you went well out of your way to ensure a customer received the best possible service from you and organization. What was their reaction?
- When have you ever gone out on a limb to defend a customer? What happened?

Ability to Adapt

- Times of turmoil are finally good for something! Think of a recent work crisis you successfully navigated. Even if your navigation didn’t feel successful at the time, find a lesson or silver lining you took from the situation.
- Tell me about a time you were under a lot of pressure. What was going on, and how did you get through it?
- Describe a time when your team or company was undergoing some change. How did that impact you, and how did you adapt?
- Tell me about the first job you’ve ever had. What did you do to learn the ropes?
- Give me an example of a time when you had to think on your feet in order to delicately extricate yourself from a difficult or awkward situation.
- Tell me about a time you failed. How did you deal with this situation?
- 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 in order to complete a project or achieve your objectives.
- How was your transition from high school to university? Did you face any particular problems? How did you handle them?

Time Management Skills

- In other words, get ready to talk about a time you juggled multiple responsibilities, organized it all (perfectly), and completed everything before the deadline.
- Tell me about a time you had to be very strategic in order to meet all your top priorities.
- Describe a long-term project that you managed. How did you keep everything moving along in a timely manner?
- Sometimes it’s just not possible to get everything on your to-do list done. Tell me about a time your responsibilities got a little overwhelming. What did you do?
- Tell me about a time you set a goal for yourself. How did you go about ensuring that you would meet your objective?

- Give me an example of a time you managed numerous responsibilities. How did you handle that?

Communication Skills

- You probably won't have any trouble thinking of a story for communication questions, since it's not only part of most jobs; it's part of everyday life. However, the thing to remember here is to also talk about your thought process or preparation.
- Give me an example of a time when you were able to successfully persuade someone to see things your way at work.
- Describe a time when you were the resident technical expert. What did you do to make sure everyone was able to understand you?
- Tell me about a time when you had to rely on written communication to get your ideas across to your team.
- Give me an example of a time when you had to explain something fairly complex to a frustrated client. How did you handle this delicate situation?
- Tell me about a successful presentation you gave and why you think it was a hit.
- Tell me about a recent successful experience in making a speech or 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?
- Tell me about a time in which you had to use your written communication skills in order 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?

Motivation and Values

- A lot of seemingly random interview questions are actually attempts to learn more about what motivates you. Your response would ideally address this directly even if the question wasn't explicit about it.
- Tell me about your proudest professional accomplishment.
- Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.
- Tell me about a time when you worked under close supervision or extremely loose supervision. How did you handle that?
- Give me an example of a time you were able to be creative with your work. What was exciting or difficult about it?

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Examples of Behavioral Questions

- Tell me about a time you were dissatisfied in your work. What could have been done to make it better?

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 business decision you made that you ultimately regretted. What happened?

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?
- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Describe a time when you were faced with problems or stresses at work that tested your coping skills. What did you do?

Attention to detail

- 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 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?

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?

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. How did it make you feel?
- 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?
- Give me an example of an important goal you had to set and tell me about your progress in reaching that goal.
- Give me an example of a time when you set a goal and were able to meet or achieve it.

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?

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 business 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 business relationships? Give me examples of how you have made these work for you.

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Examples of Behavioral Questions

- 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?

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 me 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 feel?

Sales / Negotiation

- Tell me about your previous success in building a customer base from a standing start. What steps did you take?
- What is your greatest sales-related achievement to date? What steps led to the final outcome?
- Describe a time when you convinced a resistant customer to utilize your services.
- What was the most stressful professional negotiation you have been involved in? How did you handle it?
- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.

Tenacity / resilience

- Tell me about a particular work-related 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?

Other questions:

- Tell me about a time when you had to use your presentation skills to influence someone's opinion.

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Examples of Behavioral Questions

- Give me a specific example of a time when you had to conform to a policy with which you did not agree.
- Please discuss an important written document you were required to complete.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
- Give me an example of a time when you had to make a split second decision.
- What is your typical way of dealing with conflict? Give me an example.
- Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
- Tell me about a difficult decision you've made in the last year.
- Give me an example of a time when something you tried to accomplish and failed.
- Give me an example of when you showed initiative and took the lead.
- Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.
- Give me an example of a time when you motivated others.
- Tell me about a time when you delegated a project effectively.
- Tell me about a time when you were forced to make an unpopular decision.
- Please tell me about a time you had to fire a friend.
- Describe a time when you set your sights too high (or too low).
- "Describe a Situation Where You Disagreed With a Supervisor."
- "Tell me about a time you had a conflict at work."
- "Describe a project or idea (not necessarily your own) that was implemented primarily because of your efforts."
- "Do you feel you work well under pressure? If so, describe a time when you have done so..."
- "Give me an example of a time when you motivated others."
- "Tell me about a time where you had to delegate tasks during a project"
- "Give me an example of when you showed initiative and took the lead."
- "Tell me about your proudest professional accomplishment."
- Give an example of a time when you had to be relatively quick in coming to a decision.
- Describe the most creative work-related project you have completed.
- Tell me about a situation in the past in which you had to deal with a very upset supervisor or co-worker.

S.T.A.R.

The "S.T.A.R." technique is a useful approach to structure your response:

Describe the **Situation** you were in or the **Task** you needed to accomplish; describe the **Action** you took, and describe the **Results**.

The best way to organize your behavioral answers is to use the S.T.A.R. method (which is why behavioral interview questions are often referred to as STAR Interview Questions).

The STAR interview method gives you a simple framework to use when crafting your answers.

Here's what STAR stands for:

1. Situation: Open with a brief description of the Situation and context of the success story (who, what, where, when, how).
2. Task: Explain the Task you had to complete highlighting any specific challenges or constraint (for example: deadlines, costs, other issues).
3. Action: Describe the specific Actions that you took to complete the task. These should highlight desirable traits without needing to state them (initiative, intelligence, dedication, leadership, understanding, etc.)
4. Result: Close with the result of your efforts. Include figures to quantify the result if possible.

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