

# Mastering Behavioral Interviewing

*Your Past Experiences Can Make or Break a Future Offer!*

The premise of a behavioral interview is the belief that how you have behaved in your past reflects how you will behave in the future. The best way to prepare for this type of interview is to understand what the recruiter is looking for and compile scenarios from your past that you can use as examples depending on what type of question is asked.

## Key Elements to Be Aware of Before a Behavioral Interview

### RECRUITERS OFTEN CREATE QUESTIONS FROM CERTAIN THEMES BASED ON THE POSITION REQUIREMENTS

Employers will ask behavioral questions that can help them evaluate if you have the skills they are seeking. Be sure to review the job description and know what skills are required. Common themes that behavioral questions are based on include:

- SUCCESS AND FAILURE
- COMMUNICATION
- CONFLICT WITH AUTHORITY
- CONFLICT OR SUCCESS WITH A TEAM
- ANALYTICAL THINKING
- JUDGEMENT
- DECISION MAKING
- ADAPTABILITY
- PROBLEM SOLVING
- SELF-CONTROL
- CREATIVITY
- LEADERSHIP

### PREPARING FOR A BEHAVIORAL INTERVIEW IS EASY; IT'S ALL ABOUT YOU!

The best way to prepare for a behavioral interview is to analyze the job description for the position you are pursuing. Once you know the essential skills required for the position, think about scenarios that best convey how you have developed those skills. There's no way of knowing in advance every question that will be asked. The best you can do is review scenarios that you think will work best to demonstrate the skills you possess that might be of interest to the interviewer, and practice talking about those situations.

### USING THE STAR METHOD CAN HELP YOU STAY ON TRACK WHEN ANSWERING BEHAVIORAL QUESTIONS

**SITUATION**— Describe a **specific event** or situation you were a part of. You can take scenarios from a variety of experiences which might include: work experiences, internships, the classroom, athletics, clubs and organizations, volunteer experiences or course projects.

**TASK**—Be clear regarding the **goal** that you were working towards.

**ACTION**—Describe with **specific detail** the actions you took to address the situation. Be sure to keep the **focus on you** and your role in the scenario. What was your **specific contribution**?

**RESULT**—Describe the **outcome** of your actions (both positive and negative). Did you accomplish the goal you were working towards? **What did you learn** from the experience? What would you do differently (if anything)?

### PRACTICING A VARIETY OF BEHAVIORAL INTERVIEW QUESTIONS CAN HELP YOU PREPARE

A list of Behavioral Interview questions can be found in the Amica Career Center's Interviewing Handout.