

Title:

Behavioral Interviewing

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1530

Summary:

Have you ever wondered, while interviewing a candidate, how will you suspend your own personal

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Article Body:

Have you ever wondered, while interviewing a candidate, how will you suspend your own personal

Behavioral interviewing is a relatively new mode of job interviewing. Employers such as AT&T

What is Behavior Based Interviewing? Behavior-based interviewing focuses on your past experie

Behavioral Interviewing Questions. This is the key to matching behavioral interviewing questi

1. Conflict Management: Addressing and resolving conflict constructively.

- Listen for proactive identification and resolution of concerns and issues.

- Sample question: ^Describe the most difficult conflict you've ever had to manage.~

2. Employee Development/Coaching: Facilitating and supporting the professional growth of oth

- Listen for a belief in the potential of others and promoting of learning and development.

- Sample question: ^Describe your personal experience with a mentor or coach.~

3. Interpersonal Skills: Effectively communicating, building rapport and relating well to al

- Listen for self-awareness, understanding and an ability to communicate effectively with othe

- Sample question: ^Describe the most difficult working relationship you've had with an indiv

4. Teamwork: Working effectively and productively with other.

- Listen for a strong commitment and contributions to team members working towards a specific

- Sample question: ^Give me an example of one of the most significant contributions you made

5. Self-Management: Demonstrating self-control and an ability to manage time and priorities.

- Listen for composure, assertiveness and emotional stability.

- Sample question: ^Give me an example of when you were able to meet the personal and profess

6. Empathy: Identifying with and caring about others.

- Listen for genuine caring, compassion and initiative in assisting others without expectation

- Sample question: ^Give me an example of when you identified with someone else's difficultie

7. Planning/Organizing: Utilizing logical, systematic and orderly procedures to meet objecti

- Listen for logical, organized and systematic approaches.

- Sample question: ^ Describe the most complex assignment or project you've worked on.~

8. Customer Service: Anticipating, meeting and/or exceeding customer needs, wants and expect

- Listen for extraordinary efforts in responding to customer needs and wants to insure satisfaction.
  - Sample question: ^ Give me an example of when you went out of your way for a customer.~
9. Written Communication: Writing clearly, succinctly and understandably.
- Look for clear and understandable knowledge or written communication.
- Sample question: ^Give me an example of something you wrote for work that was effective in accomplishing your purpose.~
10. Presenting: Speaking effectively to small and large groups.
- Listen for awareness, accuracy and composure.
  - Sample question: ^ Describe a situation when you had to give a presentation to a group of people.~
11. Persuasion: Convincing others to change the way they think, believe or behave.
- Listen for persistence, determination and a ^never-give-up~ attitude in efforts to meet goals.
  - Sample question: ^Describe a situation where you were able to convince others to your way of thinking.~
12. Goal Orientation: Energetically focusing efforts on meeting a goal, mission or objective.
- Listen for the ability to maintain their direction in spite of obstacles in their path.
  - Sample question: ^Give me an example of the most significant professional goal you have met.~
13. Flexibility: Agility in adapting to change.
- Listen for a positive attitude towards lots of activity, multi-tasking and change, in general.
  - Sample question: ^Give me an example of when you were forced to change priorities or directions.~
14. Continuous Learning: Taking initiative in learning and implementing new concepts, techniques and procedures.
- Listen for a positive attitude towards self-improvement, learning and the application of knowledge.
  - Sample question: ^How do you keep current on what's going on in your field?~
15. Personal Effectiveness: Demonstrating initiative, self-confidence, resiliency and a willingness to take responsibility.
- Listen for a strong sense of self, personal responsibility, courage and resilience.
  - Sample question: ^What do you think has enabled you to meet your goals?~
16. Problem Solving: Anticipating, analyzing, diagnosing and resolving problems.
- Listen for an analytical and disciplined approach to solving problems.
  - Sample question: ^Describe a situation when you anticipated a problem.~
17. Negotiation: Facilitating agreements between two or more parties.
- Listen for seasoned expertise in negotiating ^win-win~ agreements.
  - Sample question: ^Give me an example of when you were able to facilitate a ^win-win~ agreement.~
18. Management: Achieving extraordinary results through effective management of resources, systems and people.
- Listen for shrewd business sense, understanding of operational issues and an ability to improve performance.
  - Sample question: ^Describe the largest budget you've ever developed and had responsibility for.~
19. Leadership: Achieving extraordinary business results through people.
- Listen for an ability to obtain the trust, commitment and motivation of others to achieve goals.
  - Sample question: ^If you have held a leadership position in the past, draw the organization together to accomplish a goal.~
20. Decision Making: Utilizing effective processes to make decisions.

- Listen for an ability to make timely decisions under difficult circumstances.
- Sample question: ^Give me an example of when you had to make a quick decision when the risk

21. Futuristic Thinking: Imagining, envisioning, projecting and/or predicting what has not y

- Listen for optimism, predictions and a commitment to future possibilities.
- Sample question: ^Describe a situation when you were correct in seeing a future trend that

22. Creativity/Innovation: Adapting traditional or devising new approaches, concepts, method

- Listen for ^out-of-the-box~ thinking and unusual approaches.
- Sample question: ^ Describe a work situation when you adapted a concept, design, process or

Be sure to probe for as many details and specifics as possible such as names, dates and other

How Can I Prepare for A Behavioral Interview?

- Be familiar with the type of positions for which you're applying.
- Reflect on your own background. What skills do you have that relate to the job you are appl
- Think of examples from your past experience where you demonstrated those skills. How can yo
- Be prepared to provide examples of when results didn't turn out as you planned. What did yo
- Identify two or three of your strengths and determine how you will convey these assets durin
- Once you land your desired position, keep a personal achievement diary to help document demo

How Do I Prepare For a Behavioral Interview If I Am The Interviewer or Company Hiring?

- If the job could talk; what would it say? About:
  - The behaviors of the person who will always be able to deliver superior performance?
  - The attitudes of the people doing the job?
  - The attributes or soft skills needed for superior performance?
- Job Benchmarking with a system such as Trimetrix, reveals why, how and what an individual ca
- It identifies a complete hierarchy of competencies or personal skills. It allows you to cla
- This can be done for any:
  - Leadership/Management Exempt position
  - Professional Exempt position
  - Hourly non-exempt position
- Anytime you need an unbiased opinion about whether someone is right or wrong for the job, th
- Where can you do this through the Internet! Have up to ten respondents identify the importa

For more information about the Trimetrix Process or how to benchmark a job,  
please feel free to call Well-Run Concepts at 877-566-2900, email us at  
Success@Well-Run.com or visit us on the Web at [www.Well-Run.com](http://www.Well-Run.com)

The premise behind behavioral interviewing is that the most accurate predictor of future perfor

Good luck with the process of Behavioral Interviewing and Well-Run Concepts encourages you to

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