
Behavioral Interviewing is based on the theory that past performance indicates future performance. Employers are looking for patterns of behavior that will help them learn if you are a good fit for the job, team, or organization. The focus is on experiences you have had and how they relate to your strengths and what you can bring to the position.

One of the keys to success in interviewing is *practice*. Take the time to work out answers to questions using the **STAR** approach. Be sure not to memorize answers; the key to interviewing success is being prepared for questions and having a mental outline to follow in responding to them.

Read: *Behavioral Interviewing Strategies*: www.quintcareers.com/behavioral_interviewing.html

What is the STAR technique?

STAR allows you to respond to interview questions in a way that focuses on your experiences and behaviors in past situations and relate them to your strengths for the current position. **STAR** provides a framework so your answers are based on examples and enables you to get to the point.

S = Situation: Describe a *specific* event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, a class project, or any relevant event.

T = Task: What was the specific task or tasks YOU needed to accomplish in that situation?

A = Action: Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did -- not the efforts of the team. Don't tell what you *might* do, tell what you did.

R = Results: What happened? What did you accomplish? What did you learn? What might you do differently next time? This is a key, but often forgotten, element during interviews.

Examples of behavior-based questions:

Tell me about a time that you had to deal with a difficult person or difficult situation.

Give me a specific example of a time when you used good judgment and logic in solving a problem.

Give me an example of a time when you set a goal and were able to achieve it.

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

Give me an example of a time when you had to conform to a policy with which you did not agree.

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 difficult decision you've made in the last year.

Give me an example of a time when something you tried to accomplish and failed.