

# **The Behavioural Based Interview**

## **Background of the behavioural based interview**

Most blue chip organisations now utilise the behavioural based interview in the selection process. To set you up for success we have outlined the structure of the interview and provided some helpful tips because:

- It is the most predictive form of interviewing
- Predicts future performance based on past behaviours
- If you reacted one way in a certain situation, the rule of thumb is you will react again the same way when presented with a similar problem
- The behaviours are often indicated in a job specification and this will give you an idea of what behavioural questions they could possibly ask

## **The beginning of the interview**

Generally an interview will start with you being asked to go through your work history

- Be able to talk through in detail your CV and education,
- Be able to talk through notable accomplishments, skills, technical knowledge etc

## **Potential Questions**

### **Why does this company appeal to you?**

"I have looked on your website, spoken with others in the market and what really strikes me is....."

So Talk about how you come to think the client is your employer of choice and choose things that drive the company culture like....

- Training and development
- Employee recognition
- Internal and external Client Focus
- Opportunity to contribute to improves processes etc
- Team Focus

### **Why does the role interests you and what strengths can you bring to the team?**

Make sure you back strengths up with some evidence

Example is

- I am a team player – I am always ask others before I leave for the day is there anything I can help them with

### **Reason For leaving last role / looking for new role?**

Don't go into unnecessary detail

### **What are your weakness / area for improvement?**

Good examples of these are

- desk can get messy
- can find it hard to say no to people
- Find it hard to delegate
- Like to see things through to completion but sometimes can be a little obsessive with this
- Can sometimes take on too much to handle

## **Behavioural Based questions**

Answer should be structured in 4 parts outlined in the STAR method

### **STAR Method for answering a behavioural based question (same as 4 point method)**

**Situation** – describe the situation or setting

**Task** – outline what needed to be done

**Action** – Describe in detail the action your took (illustrate the skill clearly)

**Result** – Outline the positive results of your action, especially the benefits to the organisation  
– if you make the results quantifiable that is even better

- Task and Action is the most important part as this is where you describe the behaviours

### **Sample Behavioural Competencies**

Behavioural questions will generally begin with “Tell me about a time when...” or “When have you....” Etc

Questions could be based around the following behavioural competencies and below you will find points to touch on when answering the questions.

#### **Questions about Team Work**

Make sure you touch on some of the following behaviours:

- Managing others expectations
- Motivate others
- Constructive
- Escalation of issues when necessary
- Interdepartmental relationship building
- Proactive in Self training
- Networking Ability
- Offering to help others
- Take a Genuine interest in your colleagues
- Good Listener
- Can be relied upon

#### **Questions about using your Initiative / Improving or streamlining processes**

Make sure you touch on some of the following behaviours:

- Control focus
- Testing
- Proactive
- Leader not a follower
- Writing procedural manuals
- Gaining Authority
- Training others
- Committed to improving productivity
- Adapt or change behaviour to better achieve target/objective
- Confidence to challenge decisions
- Planning or using a Project Plan
- Automating Manual processes / Streamlining Systems or processes

#### **Questions about Coping under pressure / coping with stress / time management**

Make sure you touch on some of the following behaviours:

- Managing others expectations on timelines
- Delegate
- Prioritise
- To do list
- Flexible
- Don't take it personally

- Not afraid to work back
- Have a clear appreciation for Strengths and limitations
- Shows good judgement under pressure
- Multitask

#### **Questions about Internal and External Client Focus**

Make sure you touch on some of the follow behaviours:

- Follow up
- Learn and address needs
- Empathise
- Use their words when communicating
- Reconfirmation
- Confident at dealing with all levels
- Manage others expectations

#### **Questions about Analytical Skills / Problem Solving**

Make sure you touch on some of the follow behaviours:

- Escalate issues when required
- Take into account risks and potential business impact
- Ability to make decisions based on information
- Analyse diverse alternatives
- Trend Analysis
- Attention detail

#### **Questions about Operations Control**

Make sure you touch on some of the follow behaviours:

- Attention to detail
- Understand why control is in place
- Addressing risk
- Able to verbalise implications of what happens when controls are not in place
- Knowing when to escalate

### **FOR ROLES SUPERVISORY AND MANAGER THAT INVOLVE PEOPLE MANAGEMENT ONLY - Questions about People Management**

Behaviours are

- Managing others expectations on timelines
- Using different mediums to communicate
- Team meetings, one on ones, Personal Development Plans
- Succession Planning
- Cross Training
- Motivating others
- Able to plan or prioritise work to meet deadlines
- Strategic thinking ability to analyse to anticipate the impact of decisions on people, departments etc
- Setting goals, targets of key performance indicators
- Accountable
- Managing upwards
- Recognising achievements and knowing how staff like to be recognised
- Lead by example / Be willing to get hands on
- Having an impact on bottom line profit and loss
- Setting self and department targets ie: increase efficiency of reporting

#### **Questions for the client**

Have some prepared and if you want take them in with you.

Good examples are:

- Opportunities for further training / education
- Ask about the structure of the team you'd be working in – how many people their backgrounds
- what issues if any they are currently facing,
- what they think the most challenging part of the role is,
- ask the interviewer what they like

## **Some Sample Questions**

More competency based question;

1. Talk me through your current role?
2. What do you do on a daily basis in your current role?
3. From a control point of view how have you improved a process?
4. Why have you chosen this firm?
5. At our firm, we like people from diverse backgrounds, with your skills what can you bring that would be different to the team?
6. At the moment you do a wide variety of tasks, at our firm you will focus more on specializing within a particular market - how do you feel about that?
7. Name a time when you have been under great stress and how did you deal with this?
8. Give an example of a time when you have helped your team members when they were presented with a difficult situation?
9. What is your motivation for waking up in the morning and coming into work long hours?
10. Where do you see yourself in 3-5 years time?
11. Why should we pick you, rather than other candidates?
12. What did your manager say that you need to improve in your last annual review, and what have you done to combat this?
13. How have you dealt with people who have objected to a change to a process or procedure you have tried to make?
14. Long term aspirations?
15. At certain times, you might be asked to work additional hours, how will you deal with this?
16. What can you bring to the firm?