BEHAVIOR BASED INTERVIEWING

The employer's goal in an interview is to evaluate successfully your skills, experiences, and personal characteristics. One way to do this is through a process of behavioral interviewing. Behavior-based interviewing is a method of asking questions which focuses on specific examples of past behavior as a menas of predicting future behavior. For example:

Behavioral questions: Tell me about a time when you demonstrated intiative. Describe a time when you had to work with others on a project. What did you do?

Non-behavioral questions: What are your long range career goals? What's your ideal job?

What's the best way to answer behavior-based questions? Use the STAR Method!

Think about a Situation you were in, the Task or problem that confronted you, the specific Action you took, and the Results of your actions. This is called the STAR method. You need to address each part of the STAR to answer behavior-based questions fully. Here's an example:

Tell me about a time when you feel you gave exceptional customer service.

Situation: When I was working for the university's catering office, I was responsible for booking reception rooms for special events.   A woman called two weeks before her daughter's wedding to cancel her reservation for the reception room. A death had occurred in the family, and the wedding was being postral interviewiBT9I45 T8as EQ0126372eW*hBTF32f1 01 2pHere's an example: