

INTERVIEW RESOURCES-BEHAVIORAL

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Behavioral Interviews:

Behavioral interviews is where the interviewer asks questions that are aimed at getting you to provide specific examples of how he or she has developed the required skill set for the job. Interviewers rely on this method to evaluate experiences and behaviors as indicators of the applicant's potential for success.

One of the best ways to ace a behavioral question is to apply the **STAR** technique:

Situation: Describe the situation you were in. Your description should reflect a specific event and not a generalized sense of what you have done in the past.

Task: Describe the task you needed to accomplish for that situation. Be sure to provide enough detail for the interviewer to understand.

Action you took. 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.

Result you achieved. What happened? How did the event end? What did you accomplish? What did you learn? Wherever you can, quantify your results.

*The situation can be from a previous job, from a volunteer experience, or any relevant event. This technique helps you tell your story but keeps the answer brief and to the point.

Example Question:

“Tell me about a time when you had to go above and beyond the call of duty to get the job done.”

Situation: Our primary customer no longer want to buy our company's product.

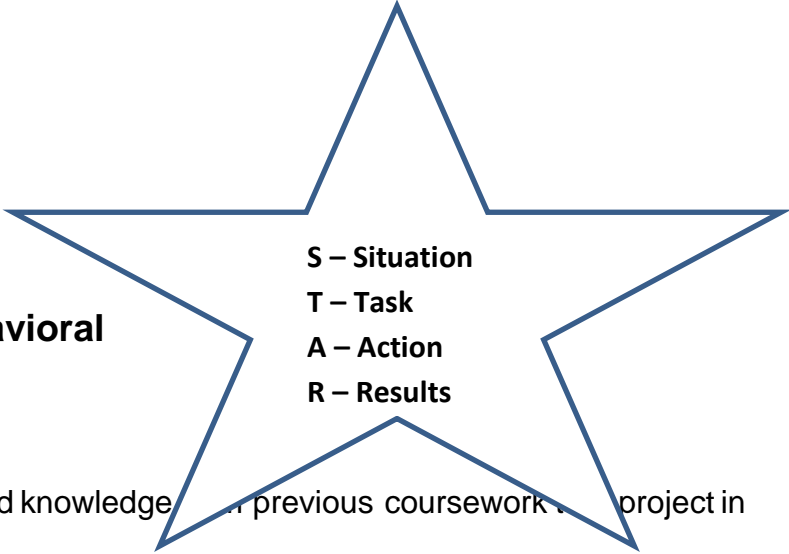
Task: Of course, our company wanted to change her mind and recover her business.

Action: I presented material showing our latest improvements, how our product beat our competitors in quality and price, and the recent awards we had won for excellence. I also explained to her how we could easily custom fit the product to her specific needs.

Result: The customer gave us a second chance and is once again our primary customer. She also informed my boss of my determination and customer service, and I was promoted as a result.

*Sample Behavioral Questions are on the back

Here are some commonly asked Behavioral Interview questions:



S – Situation
T – Task
A – Action
R – Results

- Tell us a time that you failed.
- Give an example of how you applied knowledge from previous coursework to a project in another class.
- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Tell about a time when you had too many things to do and you were required to prioritize your tasks.
- Discuss an important written document you were required to complete.
- Give an example of having to make a split-second decision.
- Describe a time when you anticipated potential problems and developed preventative measures.
- Tell about a time when you were forced to make an unpopular decision.
- Give an example of using good judgement and logic in solving a problem.
- Describe a stressful situation that demonstrated your coping skills.
- Tell about a difficult decision you've made in the last year.
- Give an example of showing initiative and taking the lead.
- Tell about a recent situation in which you had to deal with a very upset customer, co-worker, or group member.
- Describe a time when you set your sights too high (or too low).
- Give an example of a time when you had to present an idea.
- Tell about a time when you went above and beyond the call of duty to get the job done.
- Give an example of a time when you motivated others.

It helps to think of some scenarios from your life that show your employability. Be sure to practice them out loud using the Star system.