



Use the STAR Method when responding to behavioral interview questions.



#### **SITUATION**

Present a recent challenge and situation, set context for story.



#### **TASK**

Describe what was required of you, the problem and challenges.



#### **ACTION**

Explain how and what you actually did.



#### **RESULT**

State the benefits and how well the situation played out.



## **Top 10 Behavioral Interview Questions**

- 1. Tell me about a time you had multiple assignments with conflicting goals or deadlines, and how you choose which ones to complete on time.
- 2. Give me an example of a time you faced a conflict while working on a team. How did you handle that?
- 3. Describe a time when you had to interact with a difficult client or employee. What was the situation, and how did you handle it?
- 4. Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.
- 5. Give me an example of a time when you did not meet a client's expectation. What happened, and how did you address the situation?
- 6. Tell me about a time when you had to explain something complex to a nontechnical client. How did you handle this delicate situation?
- 7. Describe a time when you struggled to build a relationship with a client or someone in the company. How did you eventually overcome it?
- 8. All customers are important, and it can be difficult to deliver excellent service to every one of them. How do you prioritize your customers?
- 9. Tell me about a time you were under a lot of pressure. What were the issues and how did you manage it?
- 10. Give me an example of a time you were used your imagination to solve a problem. What was exciting or difficult about it?



# 1. Tell me something about yourself. (Remember, say something positive.)

**Your answer:** Some interviews are lost right at this point. This is not an invitation to go on ad nauseum about everything that has happened to you since you were five years old or since your first job out of college. Nor is it the time to shrug your shoulders and give an unplanned, one-sentence answer.

Some people, especially those who haven't prepared and have a tendency to talk when they get nervous, find themselves rambling. Put together a nice little 2 - 3 minute verbal bio about your career, your qualifications, and why you are interested. Know what you're going to say in advance.

#### 2. Why do you want to work in our company?

**Your answer:** Here's where you get to show off your research. Tell the interviewer what you've learned about the company, and why it's appealing to you. SPECIFICS are the key here.

Relate those specific examples from your experience to what you've learned about the company, their focus, and their market. Look to your personality and what motivates you and how that relates to any details you learned from the job posting, your recruiter, your friend who referred you, or from the source where you learned of the open position.

For instance, perhaps the company's posting stated that they were looking to establish a marketing department from ground up. If you thrive on growth, challenges, making things happen - there's your answer - along with examples of how you have grown, established, or done market research in a parallel situation.

Share what you can do and why you feel you can make a contribution and benefit the company. This question is about how YOU can benefit the company, not how the company can benefit YOU.

#### 3. What are your goals? Or where do you see yourself five years from now?

**Your answer:** It is better to answer this question with reference to short-term and intermediate goals rather than talking about some distant future. It is also advised to involve the company in discussing your professional goals. For instance, say that you see yourself becoming a part of the company and helping it achieve its goals and missions. Most interviewers ask this type of question to gain insight on the real motive of an applicant since there are some applicants who will just make a company their training ground and then after they have gained some experience leave to search for another job.

#### 4. Why did you leave or why are you leaving your current job?

**Your answer:** This is another question used to assess professionalism as well as the ability of an applicant to stay at a job. As an applicant, it is not nice to say anything negative about your current or previous employer since it may reflect badly on you. This will also create a "big question" in the mind of the interviewer as to why you are making such discriminatory remarks regarding your current/previous job. To prevent falling into this trap, just say that you are looking for additional opportunities to further enhance your professional knowledge.

Coronavirus: I really enjoyed my last position. Unfortunately, the business was a victim of the coronavirus and the organization was forced to lay off employees.

#### 5. When were you most satisfied in your job?

**Your answer:** Again, be very careful in answering this type of question since this will reflect a lot about you as a potential employee. A not so convincing answer may cause you to lose the chance of getting that job you want. Try to answer this question without any prejudice to your previous job and concentrate more on discussing things that motivate you professionally. This will create the impression that you are a good employee since you are refraining from making bad remarks about your previous job; plus, this will provide your future employer with ideas on how to motivate their employees.

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## 6. Why should we hire you? What can you do for us that other candidates cannot offer?

**Your answer:** Some applicants usually go blank when asked this question for fear that they may answer inadequately. Be confident and concentrate on discussing your relevant positive traits and work qualifications which make you a great candidate.

#### 7. What three positive things would your last boss say about you?

**Your answer:** Simply tell the interviewer about your positive traits, both as a person and as an employee, which are/were noticed not only by your previous employer, but also by your colleagues. Think of positive remarks that your previous boss may have told you and read through any performance related assessments you may have had for inspiration.

## 8. How much salary are you seeking? Or how much salary are you expecting?

**Your answer:** When an interviewer asks you your salary requirements, it usually means they like you and considering hiring you to become a part of their company.

Some employers will even ask your salary history from your previous jobs. This will provide them with an idea of how much you would consider accepting from them. A safe way of answering such a question is to ask for a salary that is similar or close to what you are/were previously receiving. Or, simply tell them that you are willing to receive any amount that is rightfully commensurate to the position or the job you're applying for.

#### 9. How can you help our company? Why should we be interested in you?

**Your answer:** Always base your answer specifically on the information you have researched in advance about the company and their needs.



## 10. If you were choosing someone for this job, what kind of person would you select?

**Your answer:** Generally, state your own qualifications, without being too "obvious." This should be a short answer, very 30,000-foot view. Do not go into great depth here and leave out the details.

#### 11. If you could have any job in the company, which one would you want?

**Your answer:** Compose your answer using the most general description of the job you are applying for – DO NOT USE A SPECIFIC TITLE.

# 12. What are your weaknesses/what qualities do you possess which may hamper your performance in this role?

**Your answer:** TRICK QUESTION. Never state just the negative. Your answer: Ponder for a while and then state a negative (preferably a neutral one) that you can turn into a positive that would not compromise or negatively impact your performance.

Mention professional traits that you deem as your weakness rather than concentrating on negative personal qualities. Likewise, it would be best to mention that you are doing something to improve yourself professionally in order to correct your weakness.

# 13. What do you expect to obtain in this job that you have not received in your current/previous job?

**Your answer:** TRICK QUESTION. Do not say anything negative. State that your current or previous jobs have met or exceeded your expectations. With the new position you would hope to have broader responsibilities and make greater contributions.



#### 14. What do you see as your future here?

**Your answer:** "I would expect to be contributing at higher levels and have increased responsibility over time."

#### 15. Are you considering other positions at this time?

Your answer: TRICK QUESTION. Say: "Yes."

# 16. How does this opportunity compare to the other positions you are considering?

**Your answer:** "From what I have heard so far, very favorably and I would like to learn more."

#### 17. What other companies/opportunities are you looking at now?

**Your answer:** "As I'm sure you can appreciate, I'm not at liberty to say as I am still in discussions with these companies. I need to protect their privacy, as I would for your company under similar circumstances."

#### 18. What are your short- and long-term goals?

**Short term, your answer:** "To secure an appropriate new position where I can apply my skills and experience to increase the company's productivity and profitability."

**Long term, your answer:** "Assume more responsibility and make greater contributions over time for my employer."

#### 19. What motivates you?

**Your answer:** Focus the answer on your core values, and on the values and priorities of the company you are interviewing with (which you should have identified through your research).

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#### 20. What have you done to improve yourself during the last year?

**Your answer:** Talk about professional development, training programs, educational curricula, study in your field, on-the-job training, skill-building, relevant books you have read, etc.

#### 21. How do you spend your spare time?

**Your answer:** Say something inoffensive, apolitical, and innocuous (e.g., reading, exercise, travel, home projects, gardening, family activities, cooking, etc.)

# 22. Tell me about your health (which should not be asked, but it happens all the time).

Your answer: "My health is excellent."

#### 23. If you could re-live your last 15 years, what changes would you make?

**Your Answer:** "Nothing is perfect, but overall, I would say that I'm quite satisfied with the way my life and career have developed – so I wouldn't make any significant changes."

#### 24. Tell me about your greatest achievement/disappointment in your life.

**Personal accomplishment, your answer:** Give one personal example (like meeting your spouse and getting married; putting yourself through college and graduate school; or saving-up to buy your first house, etc.).

Professional accomplishment, your answer: Give your best story.

**Disappointment, your answer:** Give an answer similar to the one above, "Overall, I would say that I'm quite satisfied with the way my life and career have been developing, so I really can't think of any major disappointments."

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#### 25. What did you like best/least about your last job?

**Your answer:** TRICK QUESTION. Never state anything negative. Explain what you liked best. Then, say that while every job has its challenges, you have been fortunate enough to learn and grow professionally in each of the positions you have held.

# 26. In your last position, how much of the work did you do on your own, and how much was part of a team? Which did you enjoy more?

**Your answer:** Talk in terms of your flexibility and adaptability – your ability to work in whatever mode seems appropriate to the situation. Make it clear that you have been equally effective in team settings or working independently, as each case demanded. You enjoy both; it's more about what will work best for the project and the company at that time.

# 27. What are some of the more difficult problems you have encountered in your past jobs? How did you solve them?

Your answer: Tell two or more pre-prepared accomplishment stories. Keep it POSITIVE!

# 28. Did you ever make suggestions to senior management? What happened?

**Your answer:** Say "yes." Tell some accomplishment stories and results, in which you positively influenced senior management.

# 29. At your previous job(s), what did you think management could have done to make you function more effectively as an employee?

**Your answer: TRICK QUESTION.** Never state anything negative. Say that the employer was very good in providing resources and support to your position, and that you have no complaints about this.



#### 30. What has kept you from progressing faster and farther in your career?

**Your answer: TRICK QUESTION.** Never state anything negative. Say something along the lines of, "I don't know what could have given you the impression that I am dissatisfied with the progress and pace of my career. I am quite satisfied with where my career is at this point in my life. However, I am ready to take on greater challenges."

#### 31. What else should we know about you?

**Your answer:** Tell one or two more of your best accomplishment stories. You can also repeat how well-suited you think you are for the opportunity, and how interested you are in the job.

#### 32. Tell me about the best/worst boss you have ever had.

**Your answer: TRICK QUESTION.** Never state anything negative. Say that while every boss has been different, you have worked productively with, and learned something from, each one. (Be prepared to give some examples of what you have learned.)

#### 33. Everybody likes to criticize. What do people criticize about you?

Your answer: TRICK QUESTION. Never state anything negative. Say that you cannot think of any criticisms you have received from colleagues on the job. Of course, there have been areas for development – such as when your supervisors would have given you your "employee review," and they might have made a suggestion for improvement. State that you have always taken these kinds of suggestions seriously and have taken steps to make the improvements that were requested, and that this has made you stronger as a professional. (State at least one example).



#### 34. Everyone has pet peeves. What are yours?

**Your answer:** TRICK QUESTION. Never state anything negative. Turn this question around by talking about your high professional standards. Your only "pet peeves" are with yourself – pushing yourself hard and not accepting mediocrity, for example – or how you are always striving to reach your full potential on the job, etc.

#### 35. What is your leadership style?

**Your answer:** Talk in terms of your flexibility and adaptability – your ability to lead in whatever mode seems appropriate to the situation. Explain that it's more about what approach will work best for the project and the company at that time. Give an example or two, demonstrating different leadership styles using your accomplishment stories.

## 36. Are you geographically mobile? Are you willing to put in a lot of extra time?

**Your answer:** Ask for clarification – what exactly does the interviewer mean? Then, according to their answer, either say, "that would be no problem at all," or tell them "you'd like to give it some thought and get back to them within 24 hours."

## 37. You do not have the experience/background for this position. How could you handle it?

**Your answer:** Say you are confused by their comment, that you are quite confident that you DO have the experience and background for this position, and that you are a very strong match for the responsibilities. Ask what specifically concerns them about your background; what is missing in your experience? (Sometimes the interviewer is just testing you.) Re-state your qualifications as needed, tying your accomplishment stories to the employer's requirements.



# 38. You are overqualified for this position, aren't you? (even if you are slightly overqualified)

**Your answer:** "No – I see a lot of challenges in this opportunity, and I'm sure that I would find the work extremely interesting." Give some examples of what you mean, and talk about the new dimensions of experience and skill that you would bring to the position, almost as though you would expand the level of contribution in this job, thus making it more than it is at present.

# 39. We have all the information we need. We'll be in touch, Do you have any further questions?

**Your answer:** Hopefully, you have been asking questions the entire interview and not saving them for this final moment. Your answer: Take the initiative. Ask such questions as: "Where do I stand? Am I being considered as a strong candidate? When should I expect to hear from you, or would you prefer that I contact you in a day or two? What is your time-frame for making a final decision? Is there anything else I can provide to facilitate the process?" Then, re-state your strong interest in the position and your confidence that your background is an ideal match to the job.

#### 40. If you were an animal, what can of animal would you be?

**Your answer:** This question is geared more on knowing the personality that you have. Try to think of animals that are not harmful but rather those that exhibit good qualities that match with the type of position you are applying for.

It is imperative that you prepare for your interviews by studying and practicing these answers. Get someone to help you by role playing. Have your friend or a family member act as the interviewer and you play the part of the interviewee.