








DEMONSTRATE YOUR PROFESSIONAL EDGE IN THE INTERVIEW

Example behavioral interview questions that demonstrate the development of professional competencies employers seek. Practice using the **STAR** formula to answer the questions.

S = situation you were in **T** = tasks to accomplish **A** = action you took **R** = results of your effort

Describe in detail a particular event, project, problem or experience, how you dealt with the situation and what the outcome was.

COMPETENCY	DEFINITION	EXAMPLES OF BEHAVIORAL INTERVIEW QUESTIONS
 <p>COMMUNICATION</p>	<p>Articulate thoughts and express ideas effectively using oral, written, visual and non-verbal communication skills, as well as listening to gain understanding. The ability to deliver information in person, in writing, and in a digital world.</p>	<ul style="list-style-type: none"> • Reflect on when you use various communication styles. Which do you feel most comfortable using and naturally gravitate towards. What do you want others to know about your communication style? • Rate your communication skills on a scale of 1-10 with 10 representing excellent communication skills. Give an example from your past work experience that demonstrates the number you selected. • Tell me about a time it was critical for you to effectively communicate information to another person or group of people. • Describe the most significant written technical report or presentation that you had to complete. • Tell me about a time your communication skills improved a situation. • Tell me about a time you factored non-verbal communication into a situation?
 <p>TEAMWORK & INTERPERSONAL</p>	<p>Build and maintain collaborative relationships to work effectively with others in a team setting through shared responsibility, empathy and respect. The ability to manage ones emotions and conflict with others while contributing towards a common goal.</p>	<ul style="list-style-type: none"> • Tell me about a difficult person you have worked with recently. How were you able to do so successfully? • Tell me about a team you have worked on recently. What was the goal of the team and what was your role on the team? How did you determine success? • Describe a time where it was important for you to build rapport with someone in order to achieve a goal. • Tell me about a time you collaborated with another person or group to work on a project together – sharing the work, not dividing it. • Tell me about a time when a project team effort that you were involved in failed. • Sometimes it's important to disagree with others to keep a mistake from being made. Tell me about a time when you were willing to challenge another person in order to build a positive outcome.
 <p>LEADERSHIP</p>	<p>Leverage strengths to motivate, collaborate and guide. The ability to use a positive attitude to influence and empower others to reach a shared goal through strategic thinking and effective decision-making.</p>	<ul style="list-style-type: none"> • How do you recognize and leverage the strengths of others to reach a goal? • Describe your leadership style. Provide an example of when you used this style to lead a group or project. • For what advice or assistance do others turn to you? • Please tell us about a time when you had to be assertive. How did you feel? What was the outcome? What did you learn from this experience? • Share a time when you had to make an unpopular decision with a group you were leading.

COMPETENCY	DEFINITION	EXAMPLES OF BEHAVIORAL INTERVIEW QUESTIONS
<p>CREATIVITY & PROBLEM-SOLVING</p> 	<p>Exercise sound reasoning to analyze issues, synthesize information, make decisions and solve problems. The ability to think critically and strategically to develop original ideas and innovative solutions.</p>	<ul style="list-style-type: none"> • What does “creative” mean to you? Would you consider yourself creative? • What input do you need in order to make a decision? Describe a time when you had to solve a problem for which there appeared to be no obvious or immediate answer. • Please describe a time in which you found yourself working in an ambiguous or unstructured situation. How did you approach the task at hand? • Have you ever developed an innovative solution to a non-traditional problem?
<p>PROFESSIONALISM & PRODUCTIVITY</p> 	<p>Demonstrate integrity, resilience, accountability and ethical behavior. The ability to take initiative, maintain effective work habits (prioritize, plan and manage work) to produce high quality results and project a professional presence.</p>	<ul style="list-style-type: none"> • Tell me about a time you worked to achieve a goal. What steps did you take to achieve the goal and what was the outcome? • Tell me about a time you managed a project or event. How did you prioritize your work to ensure success? What unexpected challenges did you face? How did you handle multiple deadlines? • To whom did you turn for help the last time you needed assistance, and why did you choose that person? • What is the biggest error in judgment you have made? Why did you make it? How did you correct the problem? • What recent project or situation has caused you the most stress? How did you deal with it?
<p>GLOBAL PERSPECTIVE</p> 	<p>Respect the viewpoints of those from diverse cultures, races, ages, genders, religions and lifestyles to build collaborative relationships and communicate effectively. The ability to appreciate, value, and learn from other cultures and perspectives.</p>	<ul style="list-style-type: none"> • Tell me about a time you effectively communicated with someone from a different cultural background. • How important is diversity to a team's output? Please provide an example. • What skills do you have that would contribute to a global workforce? Please provide an example of when you have used them. • Describe someone who is different from you. What have you learned from this person? • Describe a situation in which you have worked with a diverse group of people. What did you learn from that situation? • Tell me about a time that you had to adapt your style in order to work effectively with those who were different from you. • What opportunities have you had working and/or collaborating in diverse, multicultural and inclusive settings.
<p>DIGITAL FLUENCY</p> 	<p>Maximize new and emerging technologies in order to work, learn and live in a digital society. The ability to apply digital technology to enhance quality, improve productivity and communication, solve problems, and streamline processes.</p>	<ul style="list-style-type: none"> • Tell me about a time you used technology to streamline and improve a process. • You've just been assigned to a project involving a new technology. How would you get started? • What technology-related blogs, podcasts, tweets or websites do you follow? Do you share any information yourself online?