

What is a behavioural based interview?

Behavioural based interviews are designed to explore how an individual has behaved in a specific situation relating to the question asked. The reason this interview technique is so popular is due to the belief that one's past action and behaviour tend to predict how that person will behave when faced with similar situations in the future.

Examples of behavioural based interview questions

- 1) Provide an example of a time when you had to deal with a customer complaint and how you handled the situation?
- 2) Describe a time when you were faced with a difficult deadline and how you achieved this?
- 3) Explain a situation in which you had to lead a team to achieve a challenging goal?

How to answer behavioural based interview questions

In order to effectively answer behavioural based interview questions the following process may be applied:

Step 1 – Situation

This involves providing a background about the specific situation/example you are using to answer the question

Step 2 – Action

Once the context of the situation has been explained it is important to explain what you did in the situation. It is not uncommon for people to provide very basic answers to this part of the question however this is an opportunity for you to sell yourself in terms of what skills you possess and how you apply such skills to workplace situations.

Step 3 – Outcome

Whilst it is important to gain an understanding of what actions were taken in the situation it is equally important to identify how such actions resulted in the final outcome. Once again this is an opportunity to show that your skills/actions resulted in positive workplace outcomes/achievements.

Finally remember that practice makes perfect so it is a good idea to research as many behavioural interview questions as possible prior to your interview.

GOOD LUCK!