

Behavioural Interview Questions

Behavioural interviewing is based on the concept that past performance is the best indicator of future performance. Instead of asking you theoretical questions, such as, “How would you handle a conflict with a co-worker?” the interviewer will ask you to recall specific, real situations and describe what happened.

In order to be successful in this type of interview, you must be able to describe how the situation arose, what you did, how other people around you reacted, and what the outcome of the situation was.

Some things to keep in mind in this type of interview are:

- Pick a real experience with which to answer the question. Don't try to make it up as you go along – a skilled interviewer will ask probing questions, and you'll soon be caught out.
- It's okay to describe a situation where you weren't successful, as long as you can identify what went wrong, and what you learned from the experience.
- The experiences you describe don't necessarily have to be from your current or previous jobs. You can use situations from school, university or volunteer work if they fit the question you have been asked.

These sample questions are based on standard behavioural interviewing techniques around SaskTel's core competencies. Think about how you would answer them if they came up in a real interview, and take the opportunity to think about other experiences in your life that you could draw on in this type of interview.

Teamwork

In our organization, we often work in teams. Please tell me about a significant contribution you were able to make as a team member.

Your answer should include:

- What was the team's project?
- What was your contribution?
- What effect did your contribution have on the team's productivity?
- What was the result?

Customer Orientation

Tell me about a time when you had to deal with an angry customer and you found it difficult to treat him or her in a courteous and respectful manner.

Your answer should include:

- What was the situation?
- Who was the customer?
- Why was he or she angry?
- How did you deal with the customer?
- Why was it difficult for you to be courteous and respectful?
- What was the result?

Interpersonal Communication

Tell me about an experience when you helped to resolve a misunderstanding between you and one of your co-workers.

Your answer should include:

- What was the subject of the misunderstanding?
- How did you first talk about the misunderstanding?
- How did the other person respond?
- How did you try to clarify the situation?
- How did you eventually resolve the situation?

Initiative

Give me an example of when you demonstrated initiative and took the lead.

Your answer should include:

- What was the situation?
- Why was initiative called for?
- What steps did you go through in taking the lead?
- What was the outcome?

Planning & Organizing

Please give me an example of a time when you successfully managed several projects or tasks simultaneously.

Your answer should include:

- What projects or tasks were you managing?
- How did you become responsible for so many projects?
- What did you do to manage these projects?
- What was the end result?