

Common Behavioral Interview Questions

Teamwork Questions

- Tell me about a team project that you worked on.
- Describe a project that required input from people at different levels in the organization.
- Share a rewarding team experience.
- Tell me about a time when you worked with a difficult team member.
- Give me an example of a team project that failed.
- Tell me about a time you stepped up into a leadership role.

Leadership Questions

- Tell me about a time when you demonstrated leadership skills.
- Tell me about a time that you took the lead on a difficult project.
- When have you delegated effectively?
- Describe a time when you led by example.
- Who have you coached or mentored to achieve success?
- Tell me about a time that you led an important meeting.

Conflict Questions

- Tell me about a team project when you had to work with someone difficult.
- Tell me about a time you had a conflict at work.
- Give an example of a time you had to respond to an unhappy manager/customer/colleague.
- Tell me about a time that you disagreed with a rule or approach.
- Tell me about a situation where you had to solve a difficult problem.
- Describe a situation in which you found a creative way to overcome an obstacle.

Problem Solving Questions

- Tell me about a time that you identified a need and went above and beyond the call of duty to get things done.
- Tell me about a time when you came up with a new approach to a problem.
- What's the most innovative new idea that you have implemented?
- Tell me about two improvements you have made in the last six months.
- What was the best idea you came up with at your last job?
- Describe a time when you anticipated potential problems and developed preventive measures.
- Please describe a time when you faced a significant obstacle to succeeding with an important work project or activity.
- Tell me about a time when you had to analyze information and make a recommendation.

Failure Questions

- Tell me about a mistake that you made.
- What was your biggest mistake and what did you learn from it?
- Tell me about a decision that you regret.

Flexibility/Adaptability

- Tell me about a situation where you had to quickly adjust to a change in your department or team priorities. How did this change affect you?
- Describe a time you had to meet a scheduled deadline while your work was being interrupted continuously. What was most difficult about this and how did you handle it?
- Tell me about a time a significant change was made within your company or organization. How did the change affect you?
- Give me an example of a time when you had to balance multiple responsibilities at once. What did you do to keep organized? How did you prioritize your tasks?

Customer Service

- Tell me about a time you were approached by an upset customer, but in this situation you knew they were wrong. How did you deal with the situation?
- Tell me about the internal/external customers at your current place of employment. What percentage of your time is/was spent servicing them? Tell me about one of these instances.
- Describe what skills or qualities are important for dealing effectively with customers. Give me an example of when you used these skills.
- Describe a situation when you had to involve others to help solve a customer's problem. What was the problem and how did others help?
- On occasion, we all wish that we could change how we interact with customers. Tell me about a customer interaction you wish you could change. What would you do differently?
- Tell about a time when you worked with a customer who was satisfied.
- Tell about a time when you had to handle a difficult customer. Did the customer leave happier?

Communication

- Tell me about a time you had to give a presentation to a group.
- Describe one of the most difficult communication situations you have encountered to date. How did you handle it and what was the outcome?
- Describe a time when you had to communicate bad news to someone. How did you prepare? What was the outcome?

Organizational Fit/Culture

- When considering a new job opportunity, what elements—such as job responsibilities, location, and hours of work—are important to you?
- What do you consider to be your three greatest strengths? Give me an example of when you used each of these strengths.
- What skill do you feel you need to develop the most? Why?
- Describe some specific tasks or conditions you found frustrating. How did you handle them?
- Describe the style of management under which you work most effectively. Why do you prefer this style?
- Tell me about a time you received constructive criticism. What was it? How did it make you feel when you received it? What did you do to improve?