

Behavioral Interview Questions

Thinking Skills

1. Tell me about a time you made a decision or handled an assignment where the procedures or instructions you had were unclear, ambiguous or contradictory.
2. Describe a time where you were asked to do something that really challenged you.

Motivation

1. Give me an example of when you demonstrated initiative, that is, you set out to learn something or do something without anyone prompting or reminding you.
2. Describe a time recently when you put in more time and effort than was required or expected.

Team Work

1. Give me an example of a time you had to rely on the knowledge and skills of others to be successful.
2. Tell me about the last time that you became frustrated while dealing with co-workers/team members; what caused your frustration and what did you do?

Flexibility

1. What is your backup plan for handling emergencies that would hurt your attendance?
2. When is it OK to **NOT** go to work?

Additional questions

1. Tell me about the best boss you've had and what kind of qualities did they have that brought out the best in you?
2. Conversely, tell me about the worse boss you had? Why was it difficult to work for them?
3. Tell me about a time when you made a mistake? What would you do differently next time?
4. What is your greatest accomplishment professionally? Why was it important to you?
5. Tell me about a time you had a disappointment in the workplace? What happened? What would you do differently next time?
6. (For sales people)...Tell me about a big sale you lost. What happened? (Look for excuses). Tell me about your biggest sale? How did you land it?
7. What drives you crazy in the workplace?
8. There are three types of employees: those who make money for the organization, those who save money for the organization and those who improve the process thus saving time and money for the organization. Which of these are you?

9. What percentage of your day do you spend on specific tasks?
10. What are three things you would change about your current job?
11. What was the last book/last seminar you read/attended on business, motivation or something outside your comfort zone?
12. Tell me about any “best practices” you instituted?
13. Did you ever put a program into place that wasn’t successful? What did you learn?
14. What do you think you will struggle with most in this position (have to give them a job description)?
15. For sales people, “What is most important to you? Make a difference, do what’s right for your client, or make money? If they don’t answer “make money”, DO NOT hire them. If they want to make a difference or do right by the client, they need to be in customer service.
16. Tell me about a time your supervisor was absent and you had to make a decision?
17. Tell me about a time when you had to do something extraordinary to complete a job or keep a client happy.

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