

# Behavioural Interview Questions

## BEHAVIOURAL INTERVIEWS

Questions are based on the premise that “past performance is the best predictor of future performance”. They usually start with “Tell me about a time...” or “Give me an example when...”

### SAMPLE BEHAVIOURAL QUESTIONS

- Tell me about a time when you had to motivate others to get a job done
- Tell me about a time you had to go above and beyond the call of duty
- Tell me about a time you worked on a difficult team
- Tell me about a time when you had to deal with a difficult customer or coworker and how you dealt with it
- Tell me about a time you had to think outside of the box

### EFFECTIVE STORY TELLING: direct, logical, meaningful and personalized



Do not think of new details as you answer. Practice is key.

<http://www.RightAttitudes.com>

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## PREPARATION:

Think about the most relevant skills for the job. Recall a story from the past where you used those skills. With 4 to 6 well-prepared stories, you can easily answer several behavioural questions.

## STRATEGY (SAR):

### SITUATION

Describe situation. Be specific, not general or vague.

### ACTION

Describe the actions you took.

### RESULT

Explain what happened as a result of your efforts. Result should be positive.

## EXAMPLE: "TELL ME ABOUT A TIME YOU DEALT WITH A DIFFICULT CUSTOMER."

# S

**SITUATION:** (Challenges you faced and details)

*"When I worked at TD, I had an important business customer with a \$3000 cheque to deposit and transfer to traveler's cheques for his trip the next morning. However, his cheque had not been properly endorsed and he only had \$600 in his account."*

# A

**ACTION:** (Steps you took; help or resources you used; skills you used)

*"I explained to him that we could not deposit the cheque without the endorsement. Because I knew this would upset this customer and the importance of these funds for him. I gave him 2 options. I would ask the manager if we could stay late while he got the cheque endorsed or he could use his personal line of credit which would result in interest charges but was also an option."*

# R

**RESULTS:** (Results you achieved; things you learned)

*"He thanked me for my suggestions and left quickly to get the endorsement. We ended up waiting a half an hour for him to return. My manager was happy with how I handled the situation. The customer was very happy and afterwards he always asked specifically for me to serve him."*



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# Behavioural Interview Questions

## S-A-R WORKSHEET

### EXAMPLES OF TRANSFERRABLE SKILLS OR COMPETENCIES FOR BEHAVIOURAL INTERVIEWS:

- Teamwork
- Customer Service
- Time Management
- Problem Solving
- Leadership
- Initiative
- Adaptability
- Innovation

### SET UP YOUR OWN S-A-R (PROOF) STORIES

Skill or competency story demonstrates (i.e. Teamwork): \_\_\_\_\_

Briefly describe situation. Where were you? What led to the situation?

Describe the action or the response. What did you do? How and why did you do it? This description should contain action verbs that help create a powerful story.

What was the end result? Try to quantify results whenever possible or measure what happened against a standard. Make sure it is positive.

### SOME KEY POINTS TO REMEMBER WHEN CREATING PROOF STORIES:

- Try to have several stories in mind when you begin interviewing
- Reveal just enough detail so the listener can understand the basic story
- Don't overuse the same stories during your interview

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