

SAMPLE INTERVIEW QUESTIONS – BEHAVIOURAL

These are the questions where you need to provide examples.

I recommend using the STAR method (Situation, Task, Action, Result (or outcome) when structuring your answers. This helps to ensure your response is relevant to the question and not too short or too long

1. Tell us about a time when you exceeded your manager's expectations?
2. Give us an example of when you disagreed with a colleague and how you resolved it?
3. Tell us about a time when you dealt with a difficult customer or client?
4. Give us an example of when your communication skills made a difference
5. Tell us about a time when you had to use your communication skills to get across your point of view or "sell" an idea
6. Can you give us a time when you had to work with different departments across the business?
7. Tell us about a time when you wanted to introduce a new system or process and your colleagues didn't agree with it
8. Describe a time when your work was criticised
9. Tell us about a time when you went out of your way to help a colleague
10. Describe a project you worked on as part of a team
11. Tell us about a time when you felt like you'd failed with a particular job or task
12. Give us an example of how you led a team to a successful outcome
13. Tell us about a time when you used your initiative on a project or task
14. Give us an example of a decision or action you took which you regretted
15. Give us an example of when you developed a strategy for your team and how you implemented it
16. Describe a time when you had to motivate your colleagues or your team
17. Tell us about a time when you were under pressure to meet a tight deadline