



PT WORK Force®

Behavioral Interview Questions Checklist

Behavioral interviews get past the surface of a candidate. They get to what they would do/have done in a real life job. They will give you a much clearer picture of what the candidate can bring to the table and how they would fit in your organization. Behavioral interview questions will tell you how people reacted in past situations they encountered in the workplace. Chances are they will react in a similar manner when the same “situation” occurs again.

Simply going over an interviewee’s resume and asking about what they did in their last job isn’t going to tell you how they reacted to certain situations. In order to dig deeper into the skills and attitudes the interviewee has, you need to find out how they behaved in certain situations. You’ll want to know how they might fit into your culture and something about their personality. These are indicators of how they will perform in the future.

We’ve grouped possible questions by area. Pick one or two you are comfortable with for areas where you want to know more about your candidate and use these to dig deeper. You can check off those you want to use.

Teamwork Questions:

____ Tell me about a time when you had to work with someone whose personality was different from yours.

____ Describe a time when you had to work with another department to complete a project.

____ Since we all make mistakes, tell me about a mistake you made in working with a colleague/customer and how you resolved the issue OR what you would do differently to achieve a better outcome.

____ Describe a time where your solution to a problem was different from others in your department or on your team. What course of action did you take to either 1) have others understand and choose your solution, or 2) accept the different solution that was supported by the other team members.

Customer Relations Questions:

____ Tell me the steps you take in developing a relationship with a customer.

____ When you have a large number of customers, how do you prioritize customer needs so you provide great service to all of them?

____ Sometimes customers can become demanding or difficult to deal with. Tell me about a time this happened to you and how you dealt with it.

____ Describe an occasion when you provided outstanding customer service and tell me about the end result of your actions.

Communication Questions:

____ Tell me about a time when your communication with a team member was misinterpreted. How did you get back on track?

____ Give an example of a successful talk/presentation you gave and why you think it was “on target.”

____ We all have to use persuasion at some time to get people to see things “our way.” Tell me about a time when you successfully brought someone over to your point of view.

____ Describe a time you were extremely upset with a co-worker or your immediate supervisor and how you resolved the situation.

Goal Setting Questions:

____ Think of a time when you successfully met a career goal. How did you go about achieving it?

____ Now, tell me about a goal you made for yourself but did not reach. Why do you think you didn't reach it and how did you feel about that?

____ Describe how you go about setting personal goals.

____ What has been your biggest work accomplishment or a past success story that you'd like to share.

____ If you are hired for this position, where would you like to see yourself in 3 years? In 10 years?

Attention to Detail Questions:

_____ What steps do you take to determine your work is accurate?

_____ Tell me about a time when you made an error on a work assignment. How did you miss the error? How did you handle the situation?

_____ Would you rather proofread an important document and find the errors or share your ideas with someone about the future direction of the organization?

Personality/Motivation Questions:

_____ Describe your ideal working environment.

_____ What is your proudest achievement? Why?

_____ What five words do people use to describe you? If I asked your co-workers about you, what adjectives would they use to describe the type of person you are at work?

_____ Tell me about three of your weaknesses.

_____ Give an example of a time when you were given a task to complete, with very little direction, yet you were able to complete without needing assistance.

_____ Tell me about the most pressure you ever felt on the job and how you were able to handle it.

Cultural Fit Questions:

_____ Tell me about your work style.

_____ What did you enjoy most about your last job? Why?

_____ Describe what you believe is the ideal working environment.

_____ Describe the attributes of your ideal manager.

_____ If we hired you, what are the three most important attributes you would bring to our company and your new position?

_____ What are you looking for in your next position when it comes to company culture, type of work, etc?

_____ Describe a time when your team or company was undergoing some change. How did you lead through the change, how did the change impact you and how did you adapt?

Management Skills Questions:

____ Tell me about a time that you had to work with a difficult employee who didn't want to take direction.

____ Tell me about a time when you had to resolve conflict between two employees. How did you resolve the conflict?

____ What causes you to lose your cool? What is your main shortcoming? How do you overcome this in your work?

If the interviewee is not providing enough detail to the questions, ask follow up questions such as:

- Can you tell me more specifics about this?
- What exactly did you do?
- Were there any challenges you came across? How did you handle them?