

# INTERVIEW PRACTICE

## BEHAVIOURAL BASED INTERVIEW QUESTIONS AND WHAT YOU NEED TO KNOW

Interviews can be nerve-racking. But taking the time to prepare and practice will help you feel more confident.

It's likely you've heard the phrase "behavioural based questions" before. They have quickly become a favourite amongst job interviewers and are based on the premise that past behaviour is the best predictor of future behaviour.

Behavioural questions aim to find out how you respond to different situations and how you might handle future challenges.

Whether it's a Junior or Senior position, most interviews you go to will have at least one or two behavioural questions. The best way to answer a behavioural based question is to provide concrete examples of how specific situations may be handled or have previously been resolved.

Below are some examples of behavioural based questions and the best way to answer them

**Question: Tell me about a time you made a mistake or were unable to deliver to expectations. What happened? What did you learn?**

This is really important question and it is often asked by hiring managers. This question will give your interviewer an insight into whether you have had experience managing difficult situations and conversations. In this circumstance, they often focus on the outcome and how you dealt with or responded to the mistake, not the mistake itself. This one needs to be a real-life example as authenticity needs to shine through here.



# BEHAVIOURAL BASED INTERVIEW QUESTIONS AND WHAT YOU NEED TO KNOW

**Question: There will be times where you will be asked to do many things at once. How do you prioritise your task?**

Whilst you can answer this question discussing how you prioritise your tasks, it's a really great idea to back up what you say by providing solid examples of times when you have had to do it.

You could say something like:

"In my current role, some of my daily duties include (detail your responsibilities) and I have to ensure that I complete (tasks) each day. I take time to plan out my day to ensure that I have ample time to do each task and work my way through a list, prioritising the most urgent to the least and ensure I set the right amount of time for each task, particularly those that are more time consuming. Working my way through a list means that I ensure that nothing is overlooked or missed."

**Question: Tell me about the most difficult stakeholder you have had to deal with? Why were they difficult? How did you make the relationship work?**

Much like the first example, this question is aimed at getting an insight into how you manage difficult or challenging relationships.

Try not to dwell too much on the negatives of this question, more so on how you were able to overcome the problem. An example of something you could say is:

"I once worked with a Junior staff member who was constantly late in the morning. No matter what I did, this person was just not a morning person and it was affecting the morale of the team as we would have to wait until they arrived for morning meetings. In the end, I proposed that they have a later start and finish time, which in turn meant that we covered the phones for longer periods of time."

---

*Behavioural based interview questions nearly always ask you to provide an example. Trying to recall an example for the first time during a real live interview situation isn't ideal. Before the interview spend some time reminding yourself of examples for these questions so you can give great detail at interview.*

# BEHAVIOURAL BASED INTERVIEW QUESTIONS AND WHAT YOU NEED TO KNOW

## Further behavioural interview questions to practice

- Describe a time when you had to deal with a difficult customer. What did you do and what was the outcome?
- Tell me about a time that you failed. What happened and what did you learn?
- Tell me about a project or outcome that you are particularly proud of and why?
- Give me an example of a time you had to persuade someone in the workplace?
- Have you ever been in a work situation where you didn't feel ethically comfortable? What did you do?
- Give me an example of a leadership situation you are most proud of?
- Tell me about a time you went above and beyond your job responsibilities?
- What's the toughest feedback you've received in your career, and what did you do after you received it?