

BEHAVIOURAL INTERVIEW QUESTIONS 1

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INTRODUCTION

This manual contains 35 behavioral interview questions that may be asked by Human Resources professionals to assess common job required competencies. For your convenience, we have also included key “search for” points interviewer(s) look for in your answer.

Leadership (6)

Team Building (6)

Organization (3)

Communication (3)

Initiative (2)

Empathy (3)

Customer Service (6)

Problem Solving (3)

Decision Making (3)



Leadership

- Ability to support others to new achievements
- Build group cohesion and commitment to reach common goals
- Recognizing success.

Please describe a time when you successfully motivated a team to work towards a common goal, such as completing a project or a new initiative. How did you reach the goal with the team and how did you know you were successful?

Search for:

- How did you persuade team members to follow your advice and work together?
- How did you delegate work?
- What communication approaches did you use to help you lead the team?



Leadership

- Ability to support others to new achievements
- Build group cohesion and commitment to reach common goals
- Recognizing success.

Please describe a time when you were had a de-motivated staff member. How did you successfully persuade this individual to reach their goals?

Search for:

- What steps did you take to motivate the individual?
- What difficulties did you face during this process?
- What was the outcome of the situation?
- Looking back, what would you have done differently to resolve the situation?



Leadership

- Ability to support others to new achievements
- Build group cohesion and commitment to reach common goals
- Recognizing success.

Tell us about a time when you had a really tough group that you had to get cooperation from to achieve a common goal?

Search for:

- How did you first approach the situation?
- What were the obstacles and how did you overcome them?
- What was the end result?
- What did you learn from the experience?



Leadership

- Ability to support others to new achievements
- Build group cohesion and commitment to reach common goals
- Recognizing success.

Tell us about a time when you provided direction and set priorities for a group.

Search for:

- Tell us about your decision making process when setting the priorities.
- How did you measure outcomes?
- How did convey your own ideas for improvement to the group?



Leadership

- Ability to support others to new achievements
- Build group cohesion and commitment to reach common goals
- Recognizing success.

Give us an example of a successful time in which you used delegation to achieve a goal, such as completing a project or initiative?

Search for:

- How did you determine what steps should be taken?
- What obstacles did you face? How did you overcome them?
- What process did you use to delegate duties to workers?

Sample Document

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