



## Career Services

# INTERVIEW TIPS

### Behavioral Interviewing

This is a style of interviewing that more and more companies and organizations are using in their hiring process. The basic premise behind behavioral interviewing is this: the most accurate predictor of future performance is past performance in a similar situation. Behavioral questions reveal a candidate's experience and behaviors to understand if they can handle the job, and provides a more objective set of facts to use in making employment decisions than other interviewing methods.

### Important Points about Behavioral Interviewing

Answers to behavioral questions need to be specific and detailed. Describe a particular situation that relates to the question, not a general one. Using the "STAR" technique can be particularly effective for answering behavioral interviewing questions.

### "STAR" INTERVIEWING TECHNIQUE

<b><u>S</u>ituation or <u>T</u>ask</b>	Describe the situation/problem that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.
<b><u>A</u>ction you took</b>	Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did -- not the efforts of the team. Don't tell what you might do, tell what you did.
<b><u>R</u>esults you achieved</b>	What did you accomplish? What were the results? Quantify the results. How did the event end? What did you learn?

### EXAMPLE:

Tell me about a time when you suggested a solution to a problem.

#### **Situation/Task:**

*I worked for a major credit card company. Our company went through downsizing last year and needed to layoff three people in my area. They were trying to find a way to reduce our overhead cost without laying off excellent workers.*

#### **Action:**

*I suggested that for three months we all should work a 36-hour week instead of 40-hour work week and that we should volunteer to work one weekend a month to maintain the call volume for our area.*

#### **Results:**

*We saved over \$400,000 in one month and no one in my area was laid off. My company has recovered from the recession and is now able to hire new employees.*