



WEBER STATE UNIVERSITY
Goddard School of Business & Economics

BEHAVIORAL QUESTIONS

guide

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WHY BEHAVIORAL QUESTIONS *Matter*

When interviewing for a job, recruiters want to make sure you have the knowledge and skills to perform that job and to see how well you will fit with the culture of the company. To do this, recruiters use behavioral questions to gauge your potential. Behavioral questions use past experiences to indicate how you would react to a situation in the present day and to forecast if you are the right fit for the job and the company.

This guide will take you through some of the most common behavioral interview questions and a technique you can use to effectively answer behavioral questions in an interview.



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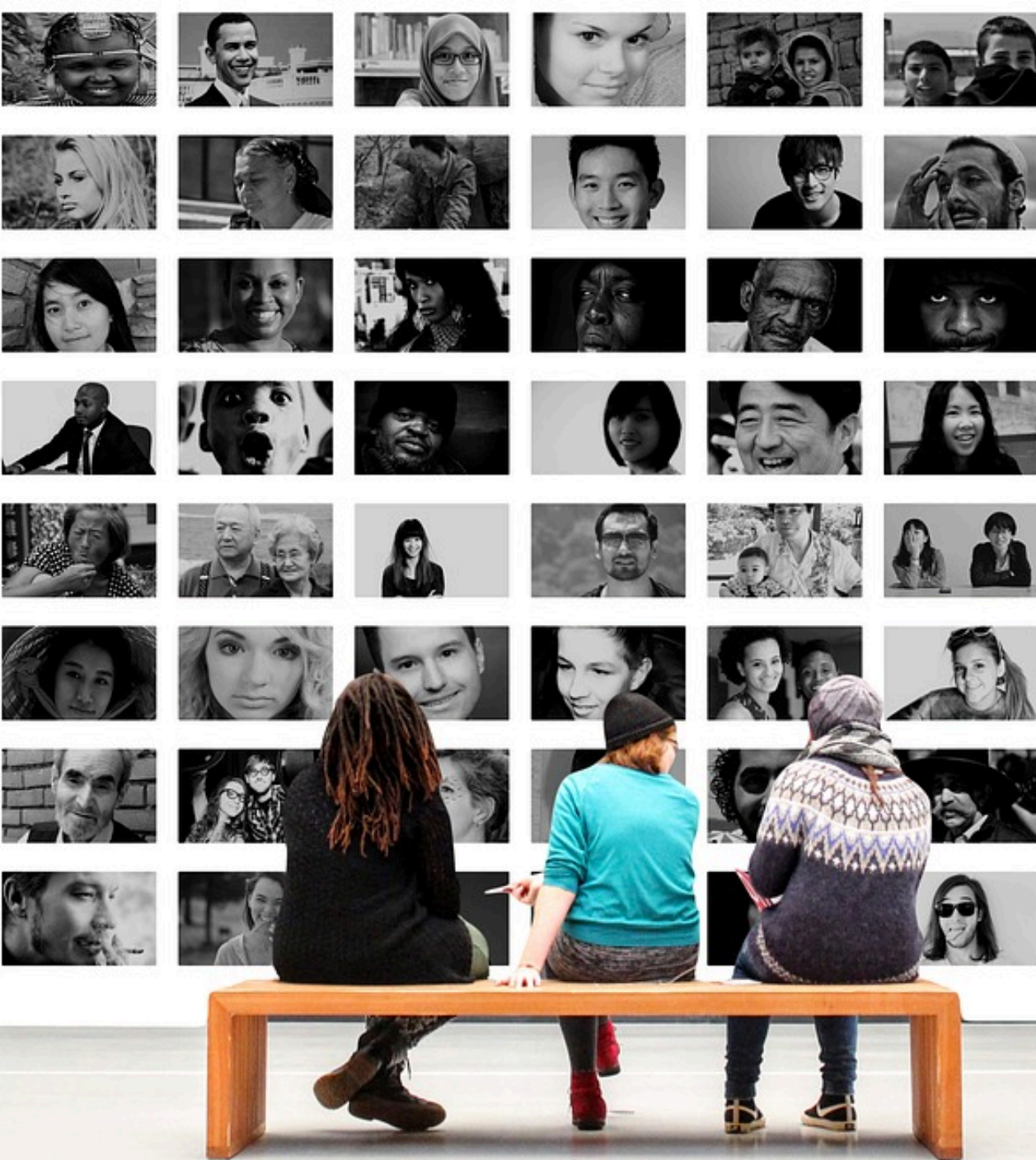




TYPES OF *Behavioral Questions*

Just like technical questions, behavioral questions are broken up into types. The job that you are interviewing for will determine what types of questions you may be asked. The following are some of the question types:

- 1 Leadership
- 2 Decision Making
- 3 Problem Solving
- 4 Teamwork
- 5 Communication
- 6 Prioritization





1

LEADERSHIP

Even if you are not applying for a leadership role, you will most likely find yourself asked a behavioral question based on leadership qualities. These questions show the recruiter how you manage others and how you can be an inspiration to teammates.

Most popular questions:

- Describe a time when you had to motivate an employee. What did you do? What was the employee's reaction?
- Describe a time when a project did not go as well as you wanted. What went wrong and how did you adjust for it?
- When managing a team, what was the most difficult obstacle you had to overcome?
- Tell me about a time when you and a subordinate had a disagreement. How did you handle the situation?





2 DECISION MAKING

Demonstrating that you can make logical decisions in the workplace is imperative to any job in today's workplace. Whether it is making a decision on regular tasks or in unexpected situations, all employees must utilize the decision making process at some point. All decisions have an impact on the company – good or bad.

Most popular questions:

- Describe a time when you had to make an unpopular decision with your peers. What did you do? Would you have handled the situation differently now?
- Tell me a situation of when you were working on a team project and your team fell behind. How did you handle the situation?
- How do you plan to reach your career goals?
- When working on a team project where you were the lead, how did you divide responsibilities?



3

PROBLEM SOLVING

Problem solving questions will require you to look deeper into a subject to find its root cause. Think of problem solving questions as the journey to the destination. With problem solving questions, the recruiter will observe your methods in solving problems where all the elements are not known.

Most popular questions:

- Give me a specific example of a time when you used good judgement and logic in solving a problem.
- Describe a specific problem you solved for your employer or professor. How did you approach the problem? What role did others play? What was the outcome?
- Describe the most successful troubleshooting you have done.
- Tell me about a time when you faced a problem you could not fully solve?





4

TEAMWORK

Teamwork is an essential part of today's business world. Recruiters want you to demonstrate that you are collaborative and able to get along with coworkers when working in a team environment. They also want to see what role you typically play in a team environment. Highly collaborative teams add value through greater productivity and fewer counter-productive conflicts.

Most popular questions:

- Tell me about a team project that you worked on.
- Describe a project that required input from people at different levels in the organization.
- Give me an example of a team project that failed. Why did it fail? What would you do differently?
- Tell me about a time when you had to work with a difficult team member. How did you handle the situation?



5

COMMUNICATION

In today's world of technology, communication skills are more important than ever. Subsequently, you should expect questions about how effectively you communicate to be asked in interviews. Employers want to see not only how you communicate verbally but also how you communicate non-verbally. They want to understand your thought processes and preparation.

Most popular questions:

- Tell me about a time when you were able to successfully persuade someone at work to see things your way.
- What do you do when you think someone is not listening to you?
- What have you learned from your mistakes?
- Give me an example of a time when you had to explain something fairly complex to an individual. How did you handle this situation?





6

PRIORITIZATION

The ability to prioritize tasks is an essential skill in all roles. If you have good prioritization skills, you can meet deadlines, adapt to changes and control stress more easily. Hiring someone that shows they can get this right means that key due dates and project timelines are met and the business will thrive.

Most popular questions:

- Tell me about a time when you felt overwhelmed at work. What did you do about it?
- Tell me about a project that you were the lead on. How did you plan time and resources? What applications did you use?
- Have you ever missed a deadline? If so, what happened? If not, how did you make sure you were not falling behind?
- Tell me about a time you had several projects at the same time. How did you organize your time? What was the result?

ANSWERING BEHAVIORAL QUESTIONS

When answering behavioral questions, you should use the **C.A.R.** approach to constructing your answer.

C – Context of the situation

A – Action involved in doing the task

R – Result of the action

EXAMPLE:

Question: *Describe one challenging situation you had to overcome?*

CONTEXT: When I started at Toy Stores Ltd in 2017, our selling strategy was too reliant on retail store income and we were losing out to online vendors. Current employees were very resistant to change as it was the way they had done things for a long time.

ACTION: To see how we could proceed, I surveyed all employees and conducted market research. With the research clearly demonstrating we needed an online sales point, I suggested we move forward while addressing all the employees concerns. I built a new team with current employees and new technical staff and we created an online store.

RESULT: The online store saw an increase of overall sales by 300% in the first 2 years, bringing Toy Stores Ltd. back to profitability and ensuring the business was prepared for the future. All employees welcomed the results with great personal satisfaction because they were involved in the process from the start.



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