

## Behavioral Interviewing

The basis of behavioral interviewing is to determine the most likely indicator for your candidates behaviors in the future based on their past experiences and responses to challenges in the work place.

Here are some behavioral interviewing questions that may assist you with different topics of interest.

1. **Problem-solving:** Can you tell me about a time when you had a complex problem and had to solve it while working on the job?
2. **Learning from your mistakes:** Can you recall a time when you had a situation that you made a mistake but found that you learned from that experience?
3. **Dealing with challenging customers:** Can you tell me about a time when you had a difficult customer and you had to de-escalate the issue to ensure they were 100% satisfied?
4. **Learning new skills:** Describe a time when you had to learn something new. In what ways did you approach this change in your daily habits?
5. **When things go wrong:** Can you share with me a time or a day that nothing seemed to go right and how you were able to keep your cool? And how you were able to stay positive going into your next jobs?
6. **Communicating with different people:** Tell me about a time when you had a language barrier or maybe a customer who you didn't see eye to eye with on the job, how did you get them to understand what you were offering as solutions without causing more problems?
7. **Conflict in the workplace:** Tell me about a time when you had a co-worker or boss that you could not communicate or get along with, what did you do to learn to communicate with them to get the work done effectively? Or tell me about a time you had a challenge with another co-worker or boss, what was the challenge and how did you overcome that challenge? How is your relationship going after that point?
8. **Taking a different perspective:** If you had the opportunity tell me about something in your career that you would have handled differently now that you have lived it?
9. **Motivating others:** In the past when you have been given the opportunity to lead or teach others can you tell me how do you motivate others in those moments?
10. **Managing Stress:** Describe a time when you had a stressful situation in the garage, what were you able to do to solve this concern?
11. **Setting and Achieving Goals:** Can you tell me about a time that you set your mind to a goal in life and what the outcome was from that experience?
12. **Meaningful Achievements:** What's your proudest achievement in your career thus far? Why was this so important for you to accomplish?
13. **Assessing Failure:** Tell me your most serious career failure? What did you learn from it and how did you overcome it?
14. **Competitive:** Tell me about a time your competed with others, what was the objective and how did you win?
15. **Reliability:** In the past, do you consider being on time to be early or arriving exactly at the time you are expected to be there? Tell me about a time when that didn't happen and what the outcome was?

## **Tips & Tricks to Interviewing**

1. **Be strategic:** Decide what you want out of a candidate, what's the most important behaviors you would like to see out of a new team member. Select 5-7 questions maximum based on that targeted personality.
2. **Ask each candidate the same question:** Each person you meet for that specific role should have the same questions. Each role may differ based on the target you want to obtain. But keep the remaining questions consistent so you have a baseline for who and how they respond. Also, feel free to ask to follow up questions and allow the candidate time in between to ask questions about you or the organization or the expectations of the role.
3. **Open-ended questions:** Please format all questions in those that lead the candidate to answer in a story or STAR format. Situation/Task, Action, and Result. Avoid yes or no questions as you will not gain much knowledge from them. Continue to ask clarifying questions to get to the root of the response based on the candidates' answers. You're looking for specific situations and responses. If the candidate can not come up with those details it is likely they may not have experienced that situation or are avoiding the question.

## **Questions to avoid**

1. Where they live or any other demographic questions. This includes questions about reliable transportation or childcare. You can ask them if they can successfully make it to your location or work on time and ready to work each day based on the schedule.
2. Personal information about their family situation is also not a great topic and isn't relevant for their work. This includes race, age, religion, ethnicity, criminal records, disabilities, gender, military discharge, ancestry, marital status, pregnancy, or any other family planning questions.
3. Really, anything that is not directly related to their abilities to conduct the job safely and to the description you have listed on the posting should be avoided.