

STAY ON COURSE

EXPERIENCE

PREPARE TO INTERVIEW

BEHAVIORAL INTERVIEWS

BEHAVIORAL INTERVIEWING IS A JOB INTERVIEW TECHNIQUE THAT ASSESSES A CANDIDATE'S PAST BEHAVIOR AND EXPERIENCES TO PREDICT THEIR FUTURE JOB PERFORMANCE. IT OPERATES ON THE PREMISE THAT HOW CANDIDATES HAVE BEHAVED IN SPECIFIC SITUATIONS IN THE PAST CAN PROVIDE VALUABLE INSIGHTS INTO THEIR POTENTIAL TO HANDLE SIMILAR SITUATIONS IN A FUTURE JOB. KEY COMPONENTS OF BEHAVIORAL INTERVIEWS INCLUDE:

- **Structured Questions:** Interviewers ask specific, open-ended questions designed to elicit detailed responses about the candidate's past experiences. These questions often begin with phrases such as "Tell me about a time when..." or "Give me an example of..."
- **SOAR Method:** Candidates are encouraged to use the SOAR method (Situation, Obstacle, Action, Result) to structure their responses. This framework helps candidates provide a clear and organized account of their past actions and the outcomes they achieved.
- **Competency Focus:** Behavioral interviews aim to evaluate candidates' competencies and skills that are directly relevant to the position they are applying for. Interviewers identify the critical competencies required for success in the role and craft questions accordingly.

IN ESSENCE, BEHAVIORAL INTERVIEWS PROVIDE A SYSTEMATIC AND EVIDENCE-BASED APPROACH TO ASSESSING A CANDIDATE'S QUALIFICATIONS AND POTENTIAL FOR SUCCESS IN A SPECIFIC JOB BY EXAMINING THEIR PAST EXPERIENCES AND ACTIONS. THIS METHOD ENABLES EMPLOYERS TO MAKE MORE INFORMED HIRING DECISIONS BASED ON A CANDIDATE'S DEMONSTRATED BEHAVIOR AND COMPETENCIES.

SOAR

Situation, Objective, Action, and Result

Behavioral interviews focus on assessing a candidate's past behavior and experiences to predict their future performance. The top areas of focus in behavioral interviews include:

Communication Skills: Assessing how well a candidate can communicate ideas, information, and feedback.

Problem-Solving: Evaluating a candidate's ability to identify problems, analyze them, and propose effective solutions.

Adaptability: Determining how well a candidate handles change and adapts to new situations or challenges.

Teamwork: Assessing how well a candidate collaborates with others, resolves conflicts, and contributes to team success.

Leadership: Evaluating a candidate's ability to lead, inspire, and influence others, even in non-managerial roles.

Conflict Resolution: Assessing a candidate's skills in resolving conflicts, addressing disagreements, and maintaining a positive work environment.

Time Management: Determining how well a candidate prioritizes tasks, meets deadlines, and manages their workload.

Customer Focus: Assessing a candidate's ability to understand and meet customer needs and provide excellent service.

Results-Oriented: Evaluating how effectively a candidate achieves goals, completes projects, and delivers results.

Initiative and Drive: Assessing a candidate's motivation, self-motivation, and willingness to go above and beyond.

SOAR

Situation, Objective, Action, and Result

"SOAR" is often used as an acronym to structure responses effectively. It stands for Situation, Objective, Action, and Result. When answering behavioral interview questions, particularly those that ask you to describe a past experience or situation, using the SOAR method can help you provide a well-organized and comprehensive response. Here's a breakdown of what each component of SOAR entails:

Situation: Begin your response by setting the stage. Describe the specific situation or context in which the event or challenge occurred. This helps the interviewer understand the background and circumstances.

Objective: Clearly state the objective or goal you were trying to achieve in that situation. What were you or your team trying to accomplish? This demonstrates your ability to define and understand objectives.

Action: Describe the actions you took to address the situation and achieve your objective. Be specific about what you did, your role, and the steps you took. Focus on your skills, abilities, and decision-making processes.

Result: Conclude your response by explaining the results or outcomes of your actions. What happened as a result of your efforts? Were the objectives met, and if so, what were the benefits or achievements? Be sure to quantify results if possible, as this adds credibility to your response.

Here's an example of a SOAR statement for a behavioral interview question:

Question: "Tell me about a time when you had to resolve a conflict within your team."

SOAR Response:

Situation: In my previous role as a project manager, we were working on a tight deadline to deliver a crucial project for a client. However, tensions had risen among team members due to differences in approach and conflicting priorities.

Objective: My objective was to resolve the conflict within the team and ensure that everyone could work together effectively to meet the project deadline while maintaining the quality of our work.

Action: I initiated a team meeting to openly discuss the issues and concerns. I acted as a mediator, ensuring that each team member had a chance to express their perspective. After listening to everyone, I helped identify common ground and established clear communication channels. Additionally, I adjusted project timelines and responsibilities to better align with team members' strengths and preferences.

Result: As a result of these actions, the team started working collaboratively, and the project was completed on time and within budget. Morale improved, and the quality of our work remained high. This experience taught me the importance of effective conflict resolution and communication skills in a team setting.

Interview Preparation Worksheet 🚀

Candidate Name: [Your Name]

Position: [Job Title]

Interview Date: [Date]

Instructions: For each of the top ten behavioral interview questions below, follow the SOAR framework (Situation, Obstacle, Action, Result) to craft your responses. Use emojis to indicate your feelings or emotions during the situation if applicable.

1. Tell me about a time when you had to deal with a challenging team member.

Situation (🌍): Describe the context and setting where this occurred.

Obstacle (😞): What was the challenge or issue you faced with the team member?

Action (🚀): What actions did you take to address the situation?

Result (🎯): What were the outcomes, and how did the situation improve?

2. Share an experience when you had to meet a tight deadline.

Situation (🌍):

Obstacle (😞):

Action (🚀):

Result (🎯):

3. Describe a situation where you successfully resolved a conflict with a coworker.

Situation (🌍):

Obstacle (😞):

Action (🚀):

Result (🎯):

4. Talk about a project where you had to adapt to unexpected changes.

Situation (🌍):

Obstacle (😞):

Action (🚀):

Result (🎯):

5. Explain a situation where you had to take the lead in a team project.

Situation (🌍):

Obstacle (😞):

Action (🚀):

Result (🎯):

6. Tell me about a time when you had to persuade someone to see things from your perspective.

Situation (🌍):

Obstacle (😞):

Action (🚀):

Result (🎯):

7. Share an experience where you had to multitask and manage your time effectively.

Situation (🌍):

Obstacle (😞):

Action (🚀):

Result (🎯):

HERE ARE THE TOP TEN BEHAVIORAL INTERVIEW QUESTIONS COMMONLY ASKED BY INTERVIEWERS TO ASSESS THESE AREAS:

- Tell me about a time when you had to deal with a challenging team member. How did you handle it? What was the outcome?
- Share an example of a situation where you had to meet a tight deadline. How did you manage your time and resources to accomplish the task?
- Describe a time when you successfully resolved a conflict with a coworker or teammate. What approach did you take, and what were the results?
- Tell me about a project where you had to adapt to unexpected changes. How did you handle the changes, and what impact did it have on the project's success?
- Can you provide an example of a situation where you had to take the lead in a team project? How did you ensure the project's success and maintain team cohesion?
- Share a time when you had to persuade someone to see things from your perspective. How did you approach this situation, and what was the outcome?
- Describe a situation where you had to multitask and manage your time effectively to meet competing priorities. How did you stay organized and achieve your goals?
- Tell me about a time when you had to handle a dissatisfied customer or client. How did you address their concerns and ensure their satisfaction?
- Share an example of a project where you had to work under tight budgets or resource constraints. How did you manage resources effectively and still achieve the project's goals?

CAN YOU EXPLAIN A SITUATION WHERE YOU IDENTIFIED AN OPPORTUNITY FOR PROCESS IMPROVEMENT IN YOUR PREVIOUS ROLE? HOW DID YOU INITIATE AND IMPLEMENT THE CHANGES, AND WHAT WERE THE RESULTS?

THESE QUESTIONS ARE DESIGNED TO ELICIT SPECIFIC EXAMPLES FROM YOUR PAST EXPERIENCES, ALLOWING THE INTERVIEWER TO ASSESS YOUR SKILLS, BEHAVIORS, AND ABILITIES IN VARIOUS SCENARIOS. PREPARING WELL-STRUCTURED AND CONCISE RESPONSES TO THESE QUESTIONS WILL HELP YOU EXCEL IN A BEHAVIORAL INTERVIEW.