

Sample Behavioral-Based Interview Questions

The 20 questions that follow reflect our clients' biggest challenges, like finding qualified employees who are willing to collaborate, take initiative, and provide great customer service.

Your business may have different concerns or goals. That's fine! We encourage you to use our behavioral-based questions as a framework for questions that reflect your own language and values.

For example, at your company, *"customer service"* might mean *"wowing"* people. So, you might ask a candidate, *"Tell me about the last time you wowed a customer."* Your questions should be a natural extension of both you and your business.

INTEGRITY

- Tell me about a time when you made a mistake at work. How did you handle the situation and why?
- Tell me about a time you weren't able to meet a commitment you'd made. What was the situation? What did you do?
- Tell me about a time that someone at work asked you to do something you knew was wrong. How did you respond?
- Tell me about a time you made a decision you knew was right in the short-term even though it created challenges for you or the company.

JOB KNOWLEDGE

- Tell me about a time you took the initiative to learn a new skill.
- Tell me about a time you proposed or implemented a new process or system to improve how work was done. How did you identify the need? What was the new process or system? What was the result?
- Tell me about a time you had to learn a new system or program. What was the situation? What did you do?
- Tell me about your experience with _____ (provide specific job responsibility).

SERVICE

- Tell me about a time you went above and beyond to provide excellent service to a customer. What did you do? How did you know you'd done a great job? What feedback did you receive?
- Tell me about a time you shared a difficult message with a customer (i.e., giving a message they didn't want to hear). What was the situation? What did you do?
- Tell me about an interaction you had with a customer that didn't go well. What was the situation? What did you do? What was the result?
- Tell me about a time you received positive feedback based on an interaction with a customer.

TEAMWORK

- Tell me about a time you proactively sought opportunities to partner with other team members to find ways to improve operations or customer service.
- Tell me about a time when you were part of a team that worked well together. What role did you play on this team? What made it a good experience? What were the results?
- Tell me about a time you disagreed with a decision made by your manager or the leadership team. What did you do?
- Tell me about a time you went above and beyond to support someone on your team.

QUALITY

- Tell me about a time you found a new way to be more productive and efficient at work.
- Tell me about a time you had to quickly change direction or shift your priorities. What did you do to adjust to the change?
- Tell me about a time you had to manage a large or complicated order. How did you make sure it was accurate?
- Tell me about a time you had to complete multiple tasks within a specific timeline. How did you decide what task to work on first? What did you do to make sure you got it all done?