

Behavioral-based questions reveal how someone has handled actual situations in previous jobs, not how they might respond to a hypothetical challenge or problem. Asking behavioral-based interview questions helps you:

- **Predict future performance based on past performance.** Learn how a candidate thinks and behaves before you hire.
- **Avoid vague or misleading answers.** Understand a candidate's true values by getting detailed information about real workplace scenarios.

DON'T say, "Tell me how you would handle _____" (provide an imaginary scenario).

DO ask, "Tell me about a time when you handled _____" (i.e., "a difficult customer").

Creating Your Own Behavioral-Based Interview Questions

Start with the list of values of the business and the list of key responsibilities you developed for the position itself.

Value / Behavior	Behavioral-Based Interview Question
Teamwork	• Tell me about a time you had to work with someone you didn't get along with.
Customer Service	• Tell me about a time you had an angry customer and had to de-escalate the situation.
Integrity	• Tell me about a time you made a mistake at work and had to bring it forward to get resolved.

Responsibility	Behavioral-Based Interview Question
Processing Orders	• Tell me about a time you had to coordinate lots of details. What did you do to make sure everything was accurate?
Meeting Deadlines	• Tell me about a time you were not able to meet a deadline. What did you do?
Managing Employees	• Tell me about a time you had to provide feedback to an employee who was not meeting expectations.