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**Behavioral Based Interviewing**

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Behavioral based interviewing is a process in which an interviewer asks questions of a job candidate that relates to his or her past behavior and responses to situations. This type of interview is unique in that it will allow an employer to determine if an applicant has the necessary core competencies, or inherent characteristic, required to fulfill a position. By utilizing this technique, you will be able to select the best possible employee for your business and its needs.

Each competency listed below will have example characteristics as well as sample set of interview questions:

* Handling Complexity
* Drive for Results
* Risk Taking
* Adaptability
* Customer Focus

**Handling Complexity**

An individual with the characteristic of this competency will

* analyze and solve complex business problems with complete information
* zero in on critical information, see subtle relationships among issues, and quickly comprehend cross-functional opportunities

Q: Describe the most difficult work-related problem you have faced in your current position and

how you dealt with it. What factors made the issue difficult? What alternatives did you consider?

How did you arrive at the solution?

**Drive for Results**

An individual with the characteristic of this competency will

* aggressively pursue business objectives and shows bias for action
* consider a set of actions then act decisively
* maintain a positives outlook
* persist to reach goals despite obstacles and adversity

Q: Describe your most significant accomplishment or the project in which you were successful because you refused to give up or accept that it couldn’t be done. Why did you stick with it? What was your motivation? How did you make it happen?

**Risk Taking**

An individual with the characteristic of this competency will

* develop and advocate for breakthrough programs, ideas, processes, and products that position the firm to achieve competitive advantage
* make personal sacrifices and take career “risks” when necessary to drive new initiatives and business ventures

Q: Tell me about the greatest professional risk you have taken. Why did you take the risk? Why did you consider it risky? What were the results?

**Adaptability/Flexibility Competency**

Adaptability

An individual with the characteristic of this competency will

* display control and flexibility in complex, ambiguous, or stressful situations
* be resourceful and versatile in responding to changing demands and opportunities
* learn from experience and be committed to continuous learning and growth

Q: Tell me about a time you were under a great deal of stress at work or in your career. What were you like? How did you interact with your team and others? What did you do?

**Customer Focus**

An individual with the characteristic of this competency will

* be dedicated to meeting the expectations and requirements of customers
* get first-hand customer information and uses it for improvements in products and services

Q: Explain to me how you determine customer expectations and requirements. Tell me about a time your customer was not satisfied. How did you become aware of the situation? What did you do? What was the result?

