



Behavior-Based Interview Questions

Behavioral questions ask you to describe how you handled a specific situation in the past. Prepare examples from work, internships, classes, projects, activities, volunteering or other experiences.

Teamwork

- Tell me about a time you worked with someone whose personality was different from yours.
- Describe a conflict you faced on a team. How did you handle it?
- Tell me about a time you had to build a relationship with someone.

Client-Facing Skills

- Tell me about a time you provided excellent customer service.
- Describe a time you dealt with a difficult customer or client.
- Tell me about a time you did not meet a customer's expectations. What did you do?

Adaptability

- Tell me about a time you had to adapt to change.
- Describe a time you were under pressure. How did you handle it?
- Tell me about a time you had to think on your feet.

Time Management

- Tell me about a time you had multiple priorities or deadlines. How did you manage them?
- Describe a long-term project you managed. How did you stay on track?
- Tell me about a time you felt overwhelmed by your responsibilities. What did you do?

Communication

- Tell me about a time you had to explain something complex.
- Describe a time you persuaded someone to see things differently.
- Tell me about a successful presentation or written communication project.

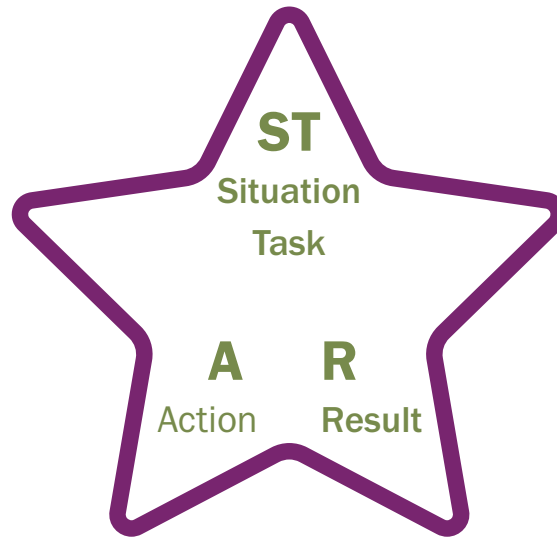
Motivation and Values

- Tell me about an accomplishment you are proud of.
- Describe a time you took initiative to solve a problem.
- Tell me about a time you learned from a mistake or setback.
- Describe a time you used creativity to solve a problem.



Career
Marketplace

The STAR Approach: A Behavioral Interview Technique



Use STAR to organize your answers:

ST — Situation or Task

Briefly describe the situation or task.

A — Action

Explain what you did. Focus on your role, not the team.

R — Result

Share the outcome and what you learned. Use numbers when possible.

How to Prepare

- Choose six to eight examples that show your strengths.
- Include both successes and challenges.
- Use examples from different areas of your experience.
- Choose recent examples when possible.
- Practice telling each story using STAR.
- Review your resume before the interview to refresh your memory.

Tip: One strong example can often answer several different behavioral questions. Focus on the skill the interviewer is asking about and tailor your story to fit.