

Behavioral Interview Worksheet



10 Easy Steps
to get the
Job You Want!

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ReadySet HIRED! Worksheets are intended to be used as a guide. The elements listed are some of the things you need to consider at particular stages of your job search. The worksheets are by no means absolute, so don't feel you have to complete every item in order to proceed. They are also not exhaustive, so there are likely "other" elements you might want to consider that are not on the worksheets, depending on your particular situation and requirements. If you see the symbol †, refer to the related Reference Sheet for more information. Revisit the worksheets often to revise and recalibrate them as necessary based on your successes and challenges.

Have a SMART Interview

Specificity	Measurability	Attitude	Relevance	Timing
My answers are specific, clear and appropriately detailed.	I provide quantifiable examples to support my answers whenever possible.	I'm professional and personable, and I have a positive attitude.	My answers relate to the question asked, and I don't ramble on.	I understand there is limited time during an interview so I keep my answers brief but interesting.

Answering Behavioral Interview Questions

Behavioral interviews are based on the premise that past performance is the best predictor of future performance. Interviewers ask behavioral questions to elicit evidence that you have encountered and successfully managed situations that relate to the current job for which you're interviewing. You will be able to recognize behavioral questions as they are open-ended and typically start with something like:

"Tell me about a time when...."

"Can you give me an example of when you...."

"Describe a time when you...."

There are many resources available to help you prepare and practice answering behavioral questions – a simple online search will help you find them. Here is a simple overview of how to approach a behavioral question:

Situation: Describe the circumstances/ challenges/ issues associated with the situation.

Action: Indicate what action(s) you took in order to resolve the problem or deal with the situation.

Result: Describe the outcome of your action(s).

Once you've answered the question, the interviewers may probe for further information. Be prepared with examples and explanations for each answer.

Be careful not to answer behavioral questions with simple opinions, generalizations of your actions, or hypothetical responses. If you haven't encountered the specific situation in question, it's best to say so, and offer a related alternative if they wish.

Keep in mind there are literally hundreds, perhaps thousands of potential behavioral questions. There are also many different ways to ask a question that gets to the same behavior or experience. You must listen carefully to what is being asked before you plunge into an answer. It's quite acceptable to pause before answering a question to collect your thoughts and consider your answer.

Below are five sample questions for your review and practice.

1. Tell me about a time when you had to deal with a particularly difficult or irate customer or client.

Situation

Action:

Result:

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2. Describe a situation in which you were faced with a strict deadline.

Situation

Action:

Result:

3. Give me an example of how you reacted quickly to an urgent situation.

Situation

Action:

Result:

4. Can you tell me about a time when you had to handle an unexpected change in your job duties or responsibilities?

Situation

Action:

Result:

5. Can you give me an example of how you planned and managed a complex project?

Situation

Action:

Result:

For more details to help you prepare for your interview, be sure to review:

- Step 5. Interviewing on the ReadySet HIRED! website
- Interviewing Checklist