



Sample Behavioral-Based Interview Questions

Customer Service	<ul style="list-style-type: none">• Can you provide an example of a particularly challenging interaction you have had with a customer or coworker? How did you handle it?• Give an example of where you have received feedback on your skills in interacting with customers or with coworkers? What was the feedback, and from whom?
Detail Orientation	<ul style="list-style-type: none">• Give an example of a task you had to complete that required the tracking of many details. What system did you put in place to track the details? And what did you do to make sure all the details were completed?
Conflict Resolution	<ul style="list-style-type: none">• Give me an example of a specific occasion in which you conformed to a policy with which you did not agree.• Describe a time in which you felt it was necessary to modify or change your actions in order to respond to the needs of another person.• Think of a situation where you distrusted a co-worker/supervisor resulting in tension between you. What steps did you take to improve the relationship?
Coping Skills	<ul style="list-style-type: none">• Describe a time on any job that you've held in which you were faced with problems or stresses, which tested your coping skills. What did you do?
Communication Skills	<ul style="list-style-type: none">• Tell me about a time in which you had to use your verbal communication skills in order to get a point across that was important to you.• Tell me about a job experience in which you had to speak up in order to be sure that other people knew what you thought or felt.• Give me an example of a time when you were able to successfully communicate with another person, even when that individual may not have personally liked you.• Describe your most significant written document/report/presentation, which you had to complete.
Creativity	<ul style="list-style-type: none">• Describe the most creative work-related project, which you have carried out.

	<ul style="list-style-type: none"> • Describe a creative or innovative idea that you produced which lead to a significant contribution to the success of an activity or project.
Decision Making & Problem Solving	<ul style="list-style-type: none"> • Give an example of a time in which you had to be relatively quick in coming to a decision. • Give an example of a time in which you had to use your fact-finding skills to gain information for solving a problem. How did you analyze the information to come to a decision? • Tell me about a suggestion you made to improve the way job processes/operations worked. What was the result? • Give me an example of a problem which you faced on any job you have had and tell me how you went about solving it.
Goal Setting	<ul style="list-style-type: none"> • Give me an example of an important goal which you had set in the past and tell me about your success in reaching it.
Interpersonal Skills	<ul style="list-style-type: none"> • Describe a situation in which you were able to effectively “read” another person and guide your actions by your understanding of their individual needs or values. • Give me an example of a time when you had to carefully analyze another person or situation in order to be effective in guiding your action or decision. • By providing examples, demonstrate that you can adapt to a wide variety of people, situations and/or environments.
Leadership Skills	<ul style="list-style-type: none"> • Describe a situation in which you were able to positively influence the actions of others in a desired direction. • What are three effective leadership qualities you think are important? Give examples of how you have demonstrated these qualities in your past/current work situation.
Motivating Others	<ul style="list-style-type: none"> • Give me an example of a time in which you felt you were able to build motivation in your coworkers or subordinates at work.
Organization/ Planning Skills	<ul style="list-style-type: none"> • What did you do in your last job in order to be effective in your organization and planning? Be specific. • Tell me about a time when you had to track many details. What do you do to make sure all details were covered? • Describe situations in the past where you have had to handle

	<p>multiple tasks or priorities at the same time. How did you handle it?</p> <ul style="list-style-type: none"> • Give me a specific example of a time when you did not meet a deadline. How did you handle the subsequent situation?
<p>Self Motivating</p>	<ul style="list-style-type: none"> • Give me an example of a time when you had to go above and beyond the call of duty in order to get a job done. • Describe a situation where you have been able to go outside of your role to add even greater value to your organization. • Provide an example of a time you were asked to complete a project requiring a skill you did not have. What did you do?
<p>Teamwork</p>	<ul style="list-style-type: none"> • What did you do in your last job to create or contribute to a teamwork environment? Be specific. • Describe a situation that you may have faced where the teamwork needed to be improved. What steps did you personally take to improve the situation? • Describe a situation where you were a part of a particularly effective team. What role did you play?
<p>Mission-Centered</p> <p>Inspired by Catholic intellectual tradition, the University of St. Thomas educates students to be morally responsible leaders who think critically, act wisely, and work skillfully to advance the common good.</p>	<ul style="list-style-type: none"> • What is your understanding of the Mission of the University of St. Thomas? • What aspects of St. Thomas' Mission Statement appeal most to you? • How does your work fit in with the mission of St. Thomas? • In light of St. Thomas' mission and its continuing reflection on the development of its students to be morally responsible and wise leaders, how might you contribute to this aspect of our mission? • At St. Thomas, our sense of community is defined by a strong commitment to collegiality and collaboration to achieve our shared goals, uphold our commitment to the common good of and respect for all community members. How might you express this commitment as a member of the (staff or faculty)? • What are your prior experiences that help you relate to the University Mission?

	<ul style="list-style-type: none">• Have current or previous employers emphasized their organization’s mission? If so, in what ways and how did your position and/or performance support the mission?• What do you think is the single, most important characteristic of an employer? What workplace values are important to you?• If you are selected for this position, how would support the University’s Mission?• In what ways might you help St. Thomas “advance the common good” and how might you demonstrate that in the position for which you are applying?• How do you promote an appreciation of cultural and individual differences in the workplace?• Do any aspects of our Mission Statement raise concerns for you—anything you might have difficulty with? Anything you have questions about?• At St. Thomas, we take the mission seriously. Rather than being just a "statement" on paper, we strive to "live" it proactively. How do you see yourself embodying the Mission?
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