## Sample Behavioral-Based Interview Questions

| Background, skills overview, job/culture fit | • Briefly summarize your education and experience for us.  
• Please take two or three minutes to tell us about yourself, including your educational and professional background.  
• What attracted you to this position and why?  
• Please describe current or prior work experience and education that have prepared you for this position.  
• Are there any other interests, skills, accomplishments, or experiences that you would like to share with us that would make you an asset in this position?  
• How do you describe your work style?  
• Describe your experience within a higher education setting.  
• Why UST and why now? |
| Communication Skills | • 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.  
• Describe a time that you were successful primarily because of your ability to communicate orally.  
• 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 the most significant written document/report/presentation, which you had to complete. |
| Confirmation of a work requirement | • This position requires the ability to lift items weighing up to 50 pounds. Please give examples of your lifting experience. |
| Conflict Management/Resolution | • 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 coworker/supervisor resulting in tension between you. What steps did you take to improve the relationship?  
• How do you handle conflict? Please provide an example. |
| Coping Skills/Resilience | • 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?  
• Tell me about a time when one of your weaknesses got the better of you.  
• Give me an example of a time you worked particularly well under a great deal of pressure. How did you handle the situation?  
• Think about a time when you felt overwhelmed or stressed out. How did you handle it? |
| Creativity | • Give me an example of a project where you came up with the idea and managed the process start to finish. |
- Describe the most creative work-related project you’ve ever accomplished.
- Describe a creative or innovative idea that you produced which lead to a significant contribution to the success of an activity or project.

**Customer Service**
- 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?
- Given what you know about this position, who do you feel are your customers? Explain how you personally give good customer service.
- At times, we must all deal with difficult people. This can be a challenge when it is someone with whom we need to develop a cooperative relationship. Tell me about a time you were successful in developing a cooperative relationship with a difficult person at work.

**Decision Making**
- Give an example of a time in which you had to be relatively quick in coming to a decision. What was the outcome?
- 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?

**Detail Orientation**
- 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?
- Give me an example of a time where your attention to detail helped you avoid making a mistake.
- Tell me about a time when you had to track many details. What do you do to make sure all details were covered?
- Please give an example where your attention to detail resulted in a successful outcome.

**Diversity**
- Tell us about your experience working with people from diverse backgrounds?
- Please define what diversity means to you and tell us about your experience working with diverse populations.
- The University of St. Thomas is an Equal Opportunity Employer and we believe it is important for all of our employees and students to feel welcomed and respected. Give us an example of a time when you worked with someone who was different from you. What did you learn?
- What is your experience working in a diverse organization?
- How do you promote an appreciation of cultural and individual differences in the workplace?

**Goal Setting/Orientation**
- Give me an example of a goal you have achieved and your success in reaching it.
- Tell me about your greatest career achievements. Why did you pick those examples?
- Tell me about your career plan and what you have done so far to accomplish it.
• Describe the most significant plan or program that you ever developed or implemented.

**Integrity**

• Describe an instance in your professional life when you believe you made a mistake or wrong decision. How did you resolve it? What did you learn from this instance? Does this experience continue to influence your decision-making?
• Discuss a time when your integrity was challenged.
• How would you handle a request that needed immediate attention for which you did not have the authority to answer or were unsure of the answer and your immediate supervisor was not available?

**Interpersonal Skills**

• 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/Influence**

• 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.
• Give me an example of a time in which you felt you were able to build motivation in your coworkers or subordinates at work.

**Mission-Centered**

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.

• 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?
• What are your prior experiences that help you relate to the University Mission?
• Have your 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 you 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?
• 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?**

**Multi-Tasking and Follow Through**
- Give me an example of a time when you had to juggle several important activities and projects in a limited amount of time. Did you stay on top of all of them? How?
- Tell me about a time that you willingly took on more work even though you were already busy. How were you able to get everything done?
- Describe situations in the past where you have had to handle multiple tasks or priorities at the same time. How did you handle it?

**Organization/Planning Skills**
- What did you do in your last job in order to be effective in your organization and planning? Be specific.
- Give me a specific example of a time when you did not meet a deadline. How did you handle the subsequent situation?
- Sometimes people drag their feet in taking action on something, losing precious time. Tell me about a time you saw that other people in the organization were not acting quickly on something and took it upon yourself to lead the effort.
- Describe a time when you took the initiative to do something that needed to be done, even though it wasn’t really your responsibility. What circumstances prompted you to act?
- Please give an example where your organizational skills resulted in a successful outcome.

**Problem Solving**
- Describe your problem-solving abilities. Give us an example of how you have used them to evaluate and solve a difficult situation.
- Please provide an example of when you needed to resolve a difference of opinion with other employees, in or outside your department, which was holding up the timely completion of a project or significant task. What did you learn from that experience?
- 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.

**Process Improvement**
- Do you have any experience with process improvement projects? If yes, please describe the project, the project’s goals, your role and contribution.
- Tell me about a suggestion you made to improve the way job processes/operations worked. What was the result?
- Continuous quality improvement is important to this role. Give us an example of how you have contributed as a team member or team leader on an improvement project.

**Self-Motivation**
- 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?
We all get assignments we really don’t want to do. Give me an example of a time that happened to you and tell me how you motivated yourself to get it done.

### Teamwork

- 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?
- Please give us an example of working in a successful team setting.
- Tell me about a time when you were part of a team that did not get along or did not work well together. What happened?
- Tell me about a time you worked as a team member on a team that had one or more unproductive members. What did you do? Why did you choose to do that?