**Behavior Based Interview**

*For each competency, choose one or two questions you think are best applicable, and take the following structure of asking to dig into real details. Using this process helps to assist them in describing an event in full detail, and will help you understand their ability to do many of the same tasks with you in the role you are looking to hire.*

*Situation (What was the situation)*

*Task/Action (How did they complete the task? What actions did they take?)*

*Result (What was the result? What was the impact on them/their company?)*

**Competency: Ambition & Drive**

Questions:

* Describe a time when you pushed harder for results than others around you.
* What do you do to facilitate your professional development?
* Do you consider yourself a self-starter? Give a recent example
* Tell me about a time you were asked to tackle a task for which you had little experience.
* Give me an example of where you did more than what was required or expected
* What would be the most likely reason you would not achieve a goal you set?
* In what ways have you gone outside of your daily responsibilities to help your team?

**Competency: Takes Action**

Questions:

* Tell me about a situation that required an enormous amount of energy and effort.
* Tell me about a time when you were the first person to take action on somethings
* Describe a time when you took the initiative to do something that needed to be done, even though it wasn’t your responsibility.
* Give me some examples of you doing more than what was expected of you in your job.
* Give me an example of a recent situation that you feel demonstrated you sense of urgency

**Competency: Accepts Responsibility**

Questions:

* Recall a time you made a mistake while working with others and had to make it right.
* Give me an example of a time you were unable to follow through on a commitment.
* Have you ever been accountable to productivity or quality standards? If so, what was your performance like?

**Competency: Positive Outlook**

Questions:

* Describe a time when you were faced with a problem or stressful situation that tested your coping skills.
* Highlight a stressful situation in which you were required to keep a positive attitude despite the odds being against you?
* Describe the work environment in which you are most productive and happy.
* Tell me about the job position that satisfied you the most. How about the least? What made each one more or less satisfying to you?
* What career goals have you set for your life?

**Competency: Being Resilient**

Questions:

* Tell me about a time when you felt under extreme pressure but managed to carry on.
* Tell me about a time when someone or something caught you by surprise and caused your goals to be blocked.
* Give an example of how you rebounded from a negative work experience.

**Competency: Interpersonal Savvy**

Questions:

* Tell me about a time when you worked with someone who was difficult to get along with.
* Tell me about a time when you built strong relationships when none previously existed.
* Give me an example of how you build rapport when you met a new contact.
* Tell me a time when you had to resolve a conflict with a peer or supervisor.
* Give me an example of a time you effectively used you people skills to solve a customer problem.