

Behavioral Interviews

Most entry-level jobs and internships will be met by behavioral questions that require the interviewee to address in a manner according to the type of behaviors and actions with which they would respond. Listed below is a list of some of the most common questions asked. At the C.T. Bauer College of Business we are taught and encouraged to use the S.T.A.R. method, not only as a format for effectively answering such questions but also because many employers will use it as a rubric to differentiate and analyze similar candidates.

The S.T.A.R. method:

- **Situation:** Describe the *situation* that you were in or task that needed to be accomplished.
- **Task:** Describe your responsibility or role in this situation, or your *thought* process.
- **Action:** Explain the *actions* you took to address or overcome the challenge.
- **Result:** What was the *result* and outcome at the end?

Introductory Questions:

- What do you consider to be some of your greatest strengths / weaknesses?
- Why did you choose supply chain management as your major?
- Where do you see your career in 5 years?
- Why should we hire you?

Behavioral Interview Questions:

- Teamwork
 - Give me an example of a time when you worked effectively with a team.
 - Share an example of a time you faced conflict while working on a team.
 - Describe a time when you had to make a difficult and unpopular decision.
 - Tell me about a time when you had to lead a team.
- Clients
 - Tell me about a time when you handled a difficult client.
 - How do you provide excellent service to many clients and prioritize needs?
 - Describe a time when you provided excellent client service.
 - Provide an example of a time when you went above and beyond your duties.
- Adaptability
 - Give me an example of a time you failed and how you handled the situation.

- What do you do if you disagree with someone at work?
- Describe a time when you were under a lot of pressure and how you handled it.
- What was the most valuable lesson you learned from your last/current job?
- Time Management
 - Give me an example of a goal you reached and how you achieved it.
 - Describe a time when your responsibilities became overwhelming.
 - How do you manage numerous different responsibilities or tasks?
 - What tools or techniques do you use to keep yourself organized?
- Communication
 - Describe a successful presentation you gave and why you think it went well.
 - Share an example of a time when you were an expert and how you made yourself understood by everyone.
 - Tell me about a time when you successfully persuaded someone of your idea.
 - Describe a time when you had to give someone negative feedback.
- Motivation
 - Share an example of a time when you motivated your employees or co-workers.
 - Tell me about your proudest accomplishment.
 - Describe a time when you were dissatisfied or frustrated with your work.
 - What techniques have you learned or discovered that make your job easier, or make you more productive?