

# Behavioral Interview Questions:

## What Recruiters Look For

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The following sections provide examples of competencies that recruiters look for and the questions they use to assess candidate's regarding these competencies. This worksheet was developed from a form used by a corporate recruiter from a financial services company.

### **Emphasis on Service**

Seeing service as a priority and continuously striving to meet and exceed clients' needs, requests and expectations.

- Describe a situation where you exceeded a customers' or colleague's expectations.
- Tell me about a time you couldn't handle a customer's request. How did you handle that situation?
- Think of a time when you had to handle an unreasonable request. What did you do? What was the result?

### **Adaptability**

Trying innovative approaches to adjust to changes in the market, client needs or the situation.

- Describe a situation when you had to use a different approach or style to be effective with a certain person. What were you thinking? What was the result?
- You've heard the expression, "You can't change horses in midstream." Tell me about a time you had to do just that. How did you handle that situation? What was the result?
- Tell me about a time you were affected by a major change. What did you do? What was the result?
- Think of a time somebody had a very different point of view on something important to you. How did you handle that situation?

### **Analytical Thinking**

Gathering detailed information and thinking through situations to identify non-obvious core issues and their action implications.

- Describe the last time you made a difficult decision. What factors did you consider?
- Describe a situation when you had to draw a conclusion or make a recommendation based on a large volume of data. How did you go about this? What was the result?

### **Confident Attitude**

Demonstrating belief in own expertise or abilities and willingness or desire to take on challenging assignments or situations.

- Describe a time you stood up for your own opinions even when others strongly disagreed.
- Now tell me about a time you didn't stand up for your own opinions. How did handle that situation?

### **Communication Skills**

Communication in ways that promote clarity and understanding and that keep internal people informed.

- Tell me about a team or group you belonged to that wasn't very cohesive. How did you handle that situation? What was the result?
- Think about a particularly good relationship you developed with a customer co-worker. What did you do that contributed to building this relationship?
- Tell me how you handled a conflict at school or work.

### **Focus on Results**

Focusing attention on critical goals and results and holding people accountable for achieving them.

- Describe a stretch goal you set for yourself. How did you go about achieving it? What was the result?
- Tell me about a time you were faced with major obstacles as you attempted to meet an objective? What did you do?
- Tell me about a time that you failed.

### **Organizing Skills**

Developing and using approaches that organize and manage work or solve problems efficiently and effectively.

- Tell me about a time when you found yourself swamped at work or school? What did you do?
- Think about a large project or complex task you were responsible for. How did you go about getting it done? What was the result?
- Think about a situation when your work was constantly being interrupted. How did you stay on track?

### **Focus on Detail**

Understanding the importance of accuracy when attending to the needs of both clients and the company.

- Tell me about a project you worked on that involved handling a large amount of data. How did you handle this?
- Describe a task that required absolute accuracy. How did you go about this?
- Have you ever been confronted with the dilemma of having either to finish something fast or finish something right? How did you handle that situation?

### **Technology Oriented**

Understanding and applying technology to the needs of the industry, clients and the organization.

- Describe how you went about learning \_\_\_\_\_ (a specific PC application).
- Tell me about a time you solved a problem or improved something by using a technology solution.

### **Ownership**

Demonstrating personal commitment to the group and taking responsibility to ensure success.

- You've heard the saying "The buck stops here." Tell me about a time the buck stopped with you. What did you do?
- Now tell me a time the bucket slipped through the cracks and something didn't get done. What happened? What did you do?
- Tell me about a time you didn't have the information needed to complete an important task. What did you do?