Behavioural Questions - Teaching Notes

A. What is a Behavioural Question?

In a job interview, behavioral questions are questions that interviewers use to predict the candidate's future performance in work based on their behaviours in work situations in the past. These skills include problem-solving skills, leadership skills, teamwork skills, communication skills, and so on.

B. How to Prepare and Structure your Answer

To answer a behavioral question, you need to tell a **story**. Before the interview, collect stories that highlight qualities, skills and strengths listed in the job description.

Structure your answer into **four** parts, using the **STAR** approach to make sure that all essential points are included: "A specific **<u>s</u>ituation", "<u>T</u>asks** needed to be done", "**Actions** you took" and "**Results** you achieved".

C. Common Problems and How to Deal with Them

Problem 1: Overdetailed "Situation" and "Tasks"

Solution 1: Just give enough detail about the situation and tasks so that you will have more time for other parts of the story.

Problem 2: "We" not "I" in "Actions"

Solution 2: Remember to use a lot of "I" in the "Action" part. As you are the hero of the story, the interviewers naturally focus on your actions only.

Problem 3: Missing "Results"

Solution 3: In order to give a complete story, make sure your response ends with an improved situation or performance because of your actions, such as "receiving praise from your boss" or "the team being proud of their achievement".

D. Concluding Remarks

So the next time you are asked to tell an interviewer how you handled a work-related task or describe a time where you were challenged, you will be prepared to give a STAR response which hits the four main points.