

100 Behavioural Questions You Need to Know



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If you've ever sat through an interview, you probably know what a behavioural question is, even if you're not familiar with the term. It's any question that asks for an example from your previous experience when you have used a particular skills or competency effectively to get a positive result.

Behavioural questions can be recognised easily as they usually start as follows:

- Tell us about a time when...
- Give us an example of...
- Describe a situation when...

There's an infinite number of behavioural interview questions, so it is almost impossible to script specific answers to every possible question. We therefore suggest you prepare responses for a competency rather than a specific question .



Behavioural questions should be answered using a particular structure that we call 'STAR'.

The "STAR" Structure

Use the acronym STAR to structure a perfect response to any behavioral interview question:

- S (Situation) – What was the situation/problem?
- T (Task) – What did you do to fix the problem?
- A (Action) – What actions did you take?
- R (Result) – What was the result of your action?

Below are 100 common behavioural questions that you can use to prepare for your next interview.

Accountability

- Tell us about a time when you made a mistake?
- Tell us about a time when you couldn't meet a deadline?
- Describe a situation when you made a mistake in a high-pressure situation or missed an obvious solution to a problem. What did you learn from that experience?

Ambition

- Describe a time when you set your sights too high (or too low)?
- Tell us about a time when you set yourself a goal and had to overcome obstacles in order to achieve it?
- Tell us about your greatest achievement.



Attention to Detail

- Tell me about a project that required absolute attention to detail.
- Tell me about a time when you used your attention to detail to uncover an error?

Commercial Acumen

- Give us an example of where your ability to keep up to date with trends in the industry helped you in your role.
- Tell us about a time when you anticipated changes in future state of your organisation and made changes accordingly?
- Tell us about a time when you identified an opportunity to gain advantage on your competitors?

Communication

- Give us an example of a time when you had to adapt your verbal / written communication skills for a particular audience?
- Tell us about a time when you were misunderstood?
- Describe a time when you were required to communicate a difficult or unpleasant idea to your boss.
- Share a time when you had to communicate sensitive information to a client or customer.
- Give an example of a time when you had to present complex information to others in a simple manner.

Conflict Resolution

- Describe a time when you have had to use your conflict resolution skills in the workplace.
- Share a time when you had to help two colleagues settle a dispute
- Tell me about a time you disagreed with your boss. How did you handle it?
- Tell us about a time when you had to deal with an irate customer?
- Give an example of a time when you had to present complex information to others in a simple manner.

Culture Fit

- Describe a time when you contributed in a positive way to improving the workplace culture.
- Share a time when you didn't feel like you "belonged" in an organisation. What about that situation felt wrong?

Customer Service

- Give us an example of a time when you have built a relationship with a new customer. How did you do it?
- Tell me about a time when you had an unreasonable request from a customer. How did you handle it?
- When have you gone above and beyond to help a customer?
- Describe a time when you used your influencing skills to get a hesitant customer to buy your product/service.
- Tell us about a time when you solved a problem for a customer by collaborating with other areas of the business?

Decision Making

- Describe an unpopular decision you made and what the result was.
- Tell me about a time when you had to make a decision about something outside of your expertise. What process did you use in your decision making?
- Tell me about the most difficult decision you have had to make.
- Tell me about the worst business decision you've ever made.
- Tell me about a time when you made a decision without having sufficient information.

Diversity

- Tell me about a time when you made an intentional effort to get to know someone from another culture.
- Tell me about a time when you went out of your way to understand an issue from someone else's perspective.
- Describe a time when you worked with someone with a different background to yourself?

Flexibility & Adaptability

- Describe a time that you had to adapt to a difficult situation.
- Tell me about a situation in which you had to deal with a major change at work.
- Tell me about a time when you had to complete a project without all the resources you were used to.

Influencing / Negotiation

- Tell us about a time you used your communication / negotiation skills to influence someone? What was the result?
- Tell us about a time when you had to use your negotiation skills to get a win- win situation?
- Explain a situation where you were able to negotiate with or persuade a colleague or team member to a different train of thought.
- Tell me about a time when you had to “sell” an idea or approach, either to someone in your organisation or to a customer. How did you do this and what was the end result?
- Describe a time when you used your influencing or presentation skills to persuade a key decision maker or stakeholder that was resistant to your message.

Initiative

- Give me an example of when you showed initiative and took the lead.
- Describe a time when you used your initiative to improve an operation / service / product or system?
- Describe any ideas or suggestions that you made in your previous role that were accepted?
- Share a time when you did something beyond the scope of your job description.

Innovation

- Tell me about a time you didn't have enough resources to complete a project. What did you do?
- Share a specific situation when you came up with an out-of-the-box solution to a problem.

Integrity / Ethical Dilemma

- Discuss a time when your integrity was challenged. How did you handle it?
- Give us an example of an ethical dilemma that you were faced with on a previous role. What did you do? What was the outcome?
- Tell about a time when you displayed honesty and integrity in a work situation.
- Tell us about a time when you were asked to do something that you didn't agree with?

Leadership

- Give me an example of a time when you motivated others.
- Tell us about a time when you empowered your team in order to achieve a strategic goal.
- When did you take the lead on a project even when it wasn't part of your role?

Manageability

- Give me an example of a time when you had to conform to a policy with which you did not agree.
- Describe a time when you had to tell your boss “no.”
- Can you share an example of when you had to manage-up your boss?
- Tell us about a time when you challenged your superior.

Organisation & Time Management

- Give us an example of a time when you had to manage conflicting deadlines.
- Describe a very busy period of time at work and how you managed your time effectively.
- Describe a time when your manager gave you too much work to complete in the time available.
- Have you ever been given a last minute project? How did you prioritise your time and organise yourself to complete the task?

Organisational Change

- Tell me about a time when you encountered resistance to organisational change and how you handled it.
- Give an example of when you learnt an important organisational change management lesson.

Planning & Project Management

- Describe a project that you managed end-to-end and the methods you used.
- Tell me about a time when you developed a comprehensive plan for a project or an organisation at-large.
- Describe a time when a plan you developed did not play out as expected.
- Share a time when you had to modify or adapt a plan in the middle of execution.

Presentation Skills

- Tell me about a time when you had to use your presentation skills to influence someone's opinion.
- Give us an example of when you had to tailor a presentation for a particular audience?
- Share a time when you had to present or speak in front of a large audience.

Problem Solving

- Tell us about the most complex problem you have recently had to solve?
- Describe a project or situation that demonstrates your analytical abilities.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- Tell me about a time when you missed an obvious solution to a problem.

Process Improvement

- Describe a situation when you identified a process improvement.

Relationship Building

- Tell us about a time you had to develop a key client relationship to achieve a result. What did you do?
- Tell us about a time when you had to work hard to improve a relationship with a client? What did you do?
- Give an example of time when you successfully converted someone who might not have liked you into a friend or ally.
- Tell us about a time when you have worked to understand someone else's needs in order to build an effective relationship.
- Give us an example of a time when you have had to build/manage a relationship with a difficult stakeholder.

Resilience

- Tell me about the biggest work-related setback you've ever had. How did you deal with it?
- Share a time when you had to bounce back from a disappointment.
- Tell us about a time when you have received negative feedback.

Results - Focused

- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Give me an example of a time when you set a goal and were able to meet or achieve it.
- Describe a time you had to overcome a major obstacles to achieve a goal.
- Tell me about a time when you had to deal with a sudden, unplanned problem/delay/issue with a project. How did you respond?

Safety

- Tell us about a time when you identified a safety issue. How did you manage it.

Stakeholder Management

- Give us an example of a time when it was critical to establish a good working relationship with others in order to achieve a goal.
- Tell us about a time when you developed trust and respect with an internal or external stakeholder.

Stress Management

- What has been the most stressful situation you have ever found yourself in at work.
- Tell us about a stressful time you have encountered and what strategies you used to manage your stress.
- Tell me about a time when you were faced with a stressful situation that demonstrated your coping skills and resilience.

Teamwork

- Tell us about the most effective / ineffective team that you have been a part of.
- Tell me about a time you were able to deal with another person even when that individual may not have personally liked you (or vice versa).
- Discuss a time when you had to work with people who had different work or leadership styles.
- Share a time when you didn't feel like your ideas were being taken seriously by the team. What did you do to remedy the situation?

ABOUT RELAUNCH ME

Relaunch Me provides a range of career and job search related services to clients from senior school students to executives.

Relaunch Me provides face-to-face behavioural interview coaching in Melbourne (Malvern and Essendon) as well as via Phone or Zoom/Skype.

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