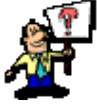


Behavioral Interview Questions – Practice Tips

Developing Partnerships

Competency Definition: Using appropriate interpersonal style and communication methods to work effectively with business partners to meet mutual goals and objectives.



Sample Question: *Describe a time when you had to develop a strong relationship among a group of people in order to achieve a goal. What did you do? Was it successful?*



TIPS: Be sure to include how you:

- Established shared goals
- Sought input from others
- Collaboratively developed mutually agreed upon solutions
- Identified the needs/desires of the partners
- Showed sensitivity and appreciation of partners' needs
- Expressed a willingness to compromise
- Explained the benefits of a partnership

Initiative

Competency Definition: Asserting one's influence over events to achieve goals without having been told to do so by others.



Sample Question: *Describe a time when you decided on your own that something needed to be done and you took on the task to get it done. Or describe a time when you tried to achieve a self-imposed goal. What was the situation? What did you do? Why did you do it? What was the result?*



TIPS: Be sure to include how you:

- Identified a need or goal
- Acted independently
- Sought ways to improve a situation or to solve a problem
- Went above and beyond what was required
- Acted without strong encouragement from others
- Acted without being told to do so
- Took it upon your self to improve a situation, process, etc.

Problem Solving

Competency Definition: Identifying the existence of a problem and using a logical thought process to develop an effective and practical solution.



Sample Question: *Describe a problem that you tried to solve. How did you identify the problem? How did you go about trying to solve the problem? Did you solve the problem?*



TIPS: Be sure to include how you:

- Secured relevant information and data
- Identified patterns among information
- Identified cause-effect relationships
- Considered multiple causes and eliminated the least likely ones
- Developed alternative courses of action
- Considered both the scope and depth of the problem
- Based solutions on logical assumptions and factual data

Leadership

Competency Definition: Using appropriate interpersonal styles and methods to inspire and guide individuals toward improved goal achievement.



Sample Question: *Describe a time when you tried to persuade another person to do something that he/she was not very willing to do. What were you trying to get the person to do? What methods of persuasion did you try? Were you successful?*



TIPS: Be sure to include how you:

- Established rapport
- Sought cooperation and collaboration
- Helped others to understand the goal
- Established the purpose and importance of the goal
- Explained how others would benefit from achieving the goal
- Acknowledged concerns and responded with empathy
- Secured commitment from others to achieve the goal

Teamwork and Collaboration

Competency Definition: Working effectively with others outside the formal lines of authority to accomplish a goal or to resolve a problem



Sample Question: *Describe a time when you were a member of a team or group that had to achieve a goal or solve a problem. What type of team or group was it? What was the team trying to do? What was your role? How did you contribute? What were the results?*



TIPS: Be sure to include how you:

- Cooperated with others
- Shared information and ideas
- Sought feedback from others
- Built upon or expanded the ideas of others
- Showed sensitivity and understanding of others' needs
- Made personal sacrifices for the goal of the group