

## **Lesson #7**

### **“Behavioral Questions”**

Behavioral interview questions are designed to assess how a candidate has behaved or responded in past situations. Interviewers use these questions to gain insight into your skills, experiences, and behaviors. Here are some examples of behavioral questions and tips on how to answer them effectively using the STAR method:

1. **Tell me about a time when you had to meet a tight deadline.**
  - **S:** Describe the situation, such as a project with a pressing deadline.
  - **T:** Explain your task or responsibility in meeting that deadline.
  - **A:** Detail the actions you took, including time management and collaboration.
  - **R:** Share the result, such as meeting the deadline and the positive impact on the project.
2. **Describe a situation where you had to work with a difficult team member.**
  - **S:** Explain the context, like a team project with a challenging colleague.
  - **T:** Clarify your role and the task within that situation.
  - **A:** Discuss the actions you took to address the issue, maintain professionalism, and ensure collaboration.
  - **R:** Share the outcome, such as improved team dynamics or successful completion of the project.
3. **Can you recall a time when you had to adapt to a major change at work?**
  - **S:** Provide context by explaining the nature of the change, e.g., a company merger.
  - **T:** Describe your role in adapting to the change or managing the transition.
  - **A:** Discuss the specific actions you took to adapt, support your team, or lead the change process.
  - **R:** Share the results, like a smoother transition, improved employee morale, or successful implementation of the change.
4. **Tell me about a project where you demonstrated strong leadership skills.**
  - **S:** Set the scene with the project details, including the team and its goals.
  - **T:** Explain your task or the leadership role you had in the project.
  - **A:** Describe your leadership actions, such as setting goals, delegating tasks, motivating the team, and making decisions.

- **R:** Share the results, highlighting the project's success, team morale, or any specific achievements.

5. **Describe a time when you made a mistake at work.**

- **S:** Provide context about the situation where the mistake occurred.
- **T:** Explain the task or your role in the project.
- **A:** Discuss the actions you took to rectify the mistake, such as admitting the error, taking responsibility, and providing a solution.
- **R:** Share the result, which may include a valuable lesson learned or improved processes.

6. **Can you give an example of a situation where you had to handle a dissatisfied customer or client?**

- **S:** Describe the context, like a customer complaint or service issue.
- **T:** Explain your role or responsibility in resolving the customer's concerns.
- **A:** Detail the actions you took, including active listening, problem-solving, and ensuring customer satisfaction.
- **R:** Share the outcome, such as a satisfied customer, repeat business or positive feedback.

Remember to use the STAR method (Situation, Task, Action, Result) when answering behavioral questions. This structure helps you provide a clear, structured response that effectively showcases your abilities and experiences.