Behavioral Interviewing

What is it?

S.A.O. Model
Situation, Action, Outcome

Situation: Describe situation
Action: Action taken in response to situation
Outcome: Outcome achieved as a result of your action

What is a behavioral interview?
Behavioral based interviewing is interviewing based on discovering how the interviewee acted in specific employment-related situations. The logic is that how you behaved in the past will predict how you will behave in the future i.e. past performance predicts future performance.

In a traditional interview, you will be asked a series of questions which typically have straightforward answers like "What are your strengths and weaknesses?" or "What major challenges and problems did you face? How did you handle them?" or "Describe a typical work week."

In a behavioral interview, an employer has decided what skills are needed in the person they hire and will ask questions to find out if the candidate has those skills. Instead of asking how you would behave, they will ask how you did behave. The interviewer will want to know how you handled a situation, instead of what you might do in the future.

Example questions of behavioral interviewing include:
• Give an example of an occasion when you used logic to solve a problem.
• Give an example of a goal you reached and tell me how you achieved it.
• Describe a decision you made that was unpopular and how you handled implementing it.
• Have you gone above and beyond the call of duty? If so, how?
• What do you do when your schedule is interrupted? Give an example of how you handle it.
• Have you had to convince a team to work on a project they weren't thrilled about? How did you do it?
• Have you handled a difficult situation with a co-worker? How?