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

The behavioral interview requires the interviewee to recall past situations & relate them to the interviewer rather than to describe hypothetical situations & behaviors.

This is invaluable because hypothetical situations often result in hypothetical responses. A behavioral interview enables the candidate to provide a meaningful account of how he/she reacted or behaved & what was learned from the situation.

For instance, instead of:
>How would you resolve a conflict between two roommates?

You would be asked:
>Tell us about a time when you were involved in the mediation &/or resolution of a conflict. What steps did you take to de-escalate the situation? What results did you achieve?

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