



## Behavior-Based Questions Guidance

Preparing for an interview helps ensure that the time spent with candidates provides the best information to make informed hiring decisions. The best questions are focused on the job skills and competencies needed to be successful.

There are several known techniques for candidates to prepare for interviews and interviewers to prepare questions. Employers have used various acronyms to help frame their behavior-based questions. Those include “STAR,” “CAR,” “PAR,” and “SOAR”:

- STAR: Focuses on Situation, Task, Action, and Result
- CAR: Focuses on Challenge, Action, and Result
- PAR: Focuses on Problem, Action, and Result
- SOAR: Focuses on Situation, Obstacles, Action, and Result

Regardless of the technique chosen, they all have a common purpose: to use past performance and behaviors as an indicator or predictor of future performance and behaviors.

### Sample Behavior-Based Questions

Below are some sample behavior-based questions to consider:

- Tell me about when you had to go above and beyond your normal job expectations to get a job completed on time?
- Tell me about a time when you had competing priorities? How did you prioritize your tasks? Please be specific.
- How do you deal with conflict? Can you provide specific examples?
- Tell me about a difficult decision you had to make? What was the outcome?
- Tell me about something you tried to accomplish and failed? What did you learn from the experience?



- Give me an example of when you took the lead and what happened?
- Tell me about a recent situation where you had to deal with an upset customer or coworker? What was the outcome?
- Tell me about a time when you had to delegate work to complete a project successfully?
- Tell me about a time when you motivated someone or a group of people to do something?
- Have you ever had to make an unpopular decision, and how did you handle it? Would you have communicated the decision differently based on the outcome?
- Share a time when you had a difficult problem to solve and how you managed it?
- Give me an example of the goals you set for yourself. How do you set them and achieve them?