

# TIPS FOR BEHAVIORAL INTERVIEWS

Behavioral interviewing is based on the notion that the best predictor of future performance is past performance in similar situations. The interviewer will identify the skills necessary for the position and then ask you to give examples of when you used those skills in previous work situations. Open-ended questions give you an opportunity to describe your experience.

## ANSWERING QUESTIONS

### Prepare ahead of time

- › Review your résumé and cover letter and be prepared to discuss examples from it
- › Develop short (1-3 minute) stories that highlight your skills, drawing from work, academic, or volunteer experiences

### Ensure you answer the question

- › Ask for clarification if the question or expectations are unclear
- › Ask if you answered the question adequately
- › Offer to provide additional details or another example

### Be specific and detailed

- › Use specific anecdotes and examples
- › Describe your thoughts, feelings, and decision-making process at the time

### Don't overuse examples or stories

- › You can reuse an example if a different skill can be highlighted
- › Avoid being repetitive and provide a range of examples

### Be honest

- › If an example or story is negative, explain what you learned or changed as a result
- › If you have no experience in an area, tell the interviewer that and instead discuss what you hope you would do

## STAR TECHNIQUE

### **S**ituation

Set the scene of your specific situation/example.

### **T**ask

Explain what your responsibility was in that situation.

### **A**ction

Describe the steps you took, keeping the focus on you.

### **R**esult

Share what outcomes your actions achieved.

# SAMPLE QUESTIONS

Tell me about a time when you...

Give me an example of when you...

Describe a situation where you...

- › Were disappointed in your performance
- › Worked effectively under a great deal of pressure or stress
- › Were especially creative in solving a problem
- › Had to deal with a conflict with a supervisor or coworker
- › Utilized your leadership ability to gain support for what initially had strong opposition
- › Were able to gain commitment from others to really work well as a team
- › Were particularly perceptive regarding a person's or group's feelings and needs
- › Built rapport quickly with someone under difficult conditions
- › Had to make a decision you knew would be unpopular
- › Made a mistake and learned from it; failed at something and had to deal with it
- › Set an important goal and were successful in reaching it
- › Had to adapt to a new or different situation

## RESOURCES

### Employer Resources

- › AHS Career Pathways (on Insite)
- › [AHS Careers FAQ](#)

### Government Resources

- › [Alberta Supports/ALIS](#)
- › [Health Force Ontario](#)
- › [Health Force Ontario Starter Kit](#)
- › [Government of Canada Job Bank](#)

### Association Resources

- › [Canadian Nurses Association](#)
- › [Registered Nurses Association of Ontario](#)