

Sample Behavior-based Questions

- **Self-Awareness:** "What is the most important thing you have learned about yourself in your present position, and how it will make you more effective"
- **Diversity Issues:** "Give an example of working effectively with someone from another culture or background that was critical to getting something done. What was your role in this process?"
- **Customer Orientation:** "Describe a situation where you effectively handled a difficult customer or client complaint or where you went out of your way to provide outstanding customer service."
- **Conflict Management:** "What is your typical way of dealing with conflict? Give me an example."
- **Interpersonal Relations:** "Tell me about a time you were able to successfully deal with another person, even when that individual may not have personally liked you (or vice versa)."
- **Management Experience:** "Describe a time when you had to deliver news to an employee about substandard performance."