



Recruitment & Selection Workshop

Examples of Behavioural Questions

These questions are examples of behavioural questions that can be incorporated into a selection interview. They are non-discriminatory, and are meant to be combined with other types of interview questions to form a comprehensive selection interview.

When conducting an interview you can use these questions verbatim, or use them as thought starters to design your own questions.

Communication

Describe a time when you had to understand another person's point of view or position to solve a problem.

Problem Solving/Judgment

Tell us about a time when you had to approach a particularly challenging or difficult problem that you had to solve. How did you approach it and what was the outcome?

Change Leadership

Describe a situation where you identified an opportunity for organizational change but discussions about initiating a change were met with opposition. How did you handle this situation and what was the outcome?

Planning & Monitoring

Describe a time when you built and executed a project plan. Include in your answer how you set timelines, how you monitored performance and dealt with non-performers, and how/when you knew that the project had been completed.

Innovation

Describe a time when you had a problem that others on your team had tried to solve, but couldn't. Tell us what you did.

Team Leadership

Tell us about a time when you had to lead a group in order to accomplish a specific task.

Customer Service

Describe a time when you had to deal with an especially difficult customer. What did you do, and how did it go? Is there anything that you would do differently, looking back?