**Behavioral Interview Strategies and Tips**

[**https://www.youtube.com/watch?v=5adV7fRoq8w&feature=youtu.be**](https://www.youtube.com/watch?v=5adV7fRoq8w&feature=youtu.be)

Slide 1 (0:00-0:05)

Behavioral Interview Strategies & Tips

Manhattan College Center for Career Development

Slide 2 (0:06-3:38)

Before the Interview:

Know your resume inside and out:

* Make sure your resume reflects your most up-to-date experience/involvements
* Reflect on your past jobs and experiences so you can discuss them comfortably
* Think of your background as a “story
* Practice, practice, practice!

Know thecompany, industry,and position*:*

* Read the company’s website and know about their recent news
* Understand what is going on in the industry broadly
* Make sure you have read the job description and understand what your job responsibilities would be
* Glassdoor is an excellent resources for interview assistance

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Before the Interview:

Have an appropriate outfit picked out beforehand:

* Better to be too formal than informal
* Keep accessories and colors simple
* Make sure it’s ironed and neat looking

\*\*Print out many copies of your resume\*\*

Make sure you know the directions to the interview location *(perhaps make a practice run if necessary)* and prepare to arrive 5-10 minutes early

Note: You can ask what the format of the interview will be

Slide 4 (7:09-9:36)

General Interview Guidelines:

* Keep it flowing like a normal conversation
	+ Avoid filler words (ex: “like” “um” etc.) as much as possible
* Highlight the positive–turn the negative into a positive
* Be sure to answer the question at hand
	+ If the question isn’t clear ask for clarification
	+ Take time to think of your answers before going off on a tangent
* Elaborate and always provide examples

Slide 5 (9:37-10:35)

Common Entry-Level Interview Questions

Academic Questions:

* What has been your favorite class?
* Are your grades a good indication of your academic achievement?
* Why did you choose your major?

Personal/Trait Questions:

* Tell me about yourself
* What is your biggest strength/weakness?
* How do you handle stress?
* Do you prefer working with others or on your own?
* Can you tell me a time you exhibited leadership?

Slide 6 (10:36-13:14)

Prepare for Basic Interview Questions

The “General” Question:

“Tell me about yourself…”

* This really means: “Walk me through your resume”
* Keep this answer no longer than 2 minutes
	+ “Elevator Pitch” – describes your education, experience, campus involvement, etc. and how it has led you to the company/job/internship
* Talk about your accomplishments and background
	+ You can start with something personal but make sure to end with why you want to work at that organization

Slide 7 (13:15-15:10)

Prepare for Basic Interview Questions

“Why are you interested in working here?”

* This question assesses whether a candidate has taken the time to do their research
* In order to answer this you must prepare ahead of time
	+ Company Website, Social Media, LinkedIn, Glassdoor, Networking connections, Career Fairs, etc.
* Show that you are in touch with what is going on presently at the company by displaying your knowledge

Slide 8 (15:10-16:53)

Skills & Attribute Questions

“What are your greatest strengths?”

* Try to mix personal qualities and on-the-job skills:
	+ Organization, Communication, Conflict Mediation, Time Management, Leadership etc.
* Back each one up with an example from your experience:

*Example*

“I have strong interpersonal communication skills. As a behavioral counselor, I was responsible for seeing up to 20 students with behavioral problems a day at the middle school. Participating in daily one-on-one session with these students allowed to me develop strong listening skills and the ability to identify underlying problems that needed to be addressed. These skills will benefit me when \_\_\_\_\_\_\_\_\_\_.”

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Filtering Questions

“What is your greatest weakness?”

* Make sure you pick something that wouldn’t be a necessary component of the current job
* Show that you are working on this weakness by providing an example:

*Example*

“Being organized wasn’t always my strongest point, but I implemented a time management system that has allowed me to hone my organization skills. I have learned to budget my time effectively by prioritizing tasks based on the deadline and demands of the assignment. Through this method I have been able to complete my assignments before the deadline, and have ample time to make revisions and finishing touches.”

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Behavioral Questions

* Questions about how past behavior on the job used to predict future behavior
* Anticipate various situations they may inquire about based on the job/internship description:

*Situation examples*

1. Leadership
2. Teamwork/Dealing with Conflict
3. Organization/Time Management
4. Instances related to organization/position/industry

Slide 11 (20:13-21:29)

Sample Behavioral Interview Questions

1. Tell me about a time you had to work with someone whose personality was very different from yours?
2. How do you stay organized and manage your time effectively?
3. Tell me about a time you made a mistake? How did you handle this?
4. Share an example of a time you acted as a leader and managed a group of people.
5. Describe a situation where you felt outside of your comfort-zone and how you adapted to the demands of the work?

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Behavioral Questions

“Give me an example of a time that you had to deal with a conflict”

Pick a strong example & follow the **“SOAR”** format:

**Situation:** *“I had a teammate in a group project who had a different working style than me, which caused an inter-group conflict.”*

**Obstacle:** *“She did things at the last minute, and neglected to communicate with our group, where I liked to complete things early. We turned in an assignment late because she had not finished her part in time for me to finish mine.”*

**Action:** *“I scheduled a one-one-one meeting with this teammate, ahd a discussion with her about her lack of participation, and we decided to make timelines together, set specific goals for each of our group meets, and adhere to them.”*

**Results:** *“With this new timeline, we were able to compromise. I realized I did not have to do things so early, and my teammate adhered to an earlier deadline. Our next project was turned in on time and we received an A on the assignment.”*

Slide 13 (23:27-25:39)

Your Turn:

“Do you have any questions for us?”

* Ask questions based on research, recent news, etc.
* Ask questions based on what comes up in the interview
* Don’t ask something you should already know the answer to based on the job description/company website

*Sample questions*

1. “How would you describe the company’s culture?”
2. “What opportunities for professional development exist?”
3. “How has the company changed during the time you’ve been here?”
4. “In your words, what skills are necessary for success in this role?”

Slide 14 (25:39-27:56)

Wrapping Up

1. Thank the interviewers for their time
2. Get business cards & contact information so you can follow up and write thank you letter/email (within 24 hours following the interview)
3. Inquire about the next steps in the process

Slide 15 (27:56-28:07)

Thank You!