INTERVIEWING

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Behavioral Based Interviewing

HRinDemand presents instructional guidance on behavioral based interviewing:

This interview technique is based on the theory that the most accurate predictor of behavior is past behavior in similar situations. The intent is to ask questions that uncover what a candidate has done in past situations similar to situations they would encounter in the future potential job. This process gives the candidate the opportunity to give concrete examples of what they have done in the past at work that contributed to success in their job.

The interviewer must be prepared to redirect and rephrase questions if the candidate doesn’t answer with examples. Ask the candidate to “tell a story” about something that has happened in the past. It will be crucial to ask follow up questions such as, “how did the situation conclude” or “what was the outcome” or “what did you do to resolve the situation?”

Tip: candidates may not expect these kinds of questions and won’t be able to answer them without guidance. It is ok to tell them frankly that you are looking to hear about past situations they encountered or give examples of past work scenarios including their reaction to the scenario.

Lastly, you, the interviewer, “rate” the candidate on their answer.

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| --- | --- | --- | --- |
| **Candidate:** |  | **Position:** |  |
| **Date of Interview:** |  | **Interviewer:** |  |

***Note: Past behavior is the best predictor of future behavior.***

***Tip: Ask for specific examples. Keep probing until the applicant gives you an example rather than a generalization.***

**After introductions, explain the job. Then ask the applicant why he/she is interested.**

**Tell me about a typical day involving working with patients.**

**Tell me what you do to make sure you have properly completed processes at work.**

**Sometimes it is necessary to work in unsettled or rapidly changing circumstances. When have you found yourself in this position? Tell me exactly what you did.**

**Describe a work-related problem you had to face recently. How did you deal with it?**

**Tell me about a time when you were criticized by a supervisor. What was the criticism? How did you respond?**

**Tell me about a time that a coworker’s absence caused disruption to the work day.**

**What did you like best about your previous job?**

**What did you like least about your previous job?**

**Why are you looking to leave your current position? OR, why did you leave your most recent job?**

**What is your expected pay rate?**

**Second Interview? YES NO (circle one)**

**Hire? YES NO (circle one)**

**File interview notes separately from employee file.**