



Behavioral Interviewing Questions

SELLING:

Influences others by understanding their needs; positions information, products, and services; secures commitment.

1. Talk about a time when you had to deal with an unreasonable customer.
2. Talk about a time when you almost lost a customer and had to turn it around.
3. Describe a situation with a new prospect and how you were able to use questions to get information that uncovered a problem you were able to solve.
4. How do you maintain or enhance your relationship with a current account?
5. How do you build your “pipeline”?
6. How do you articulate value to your customers?

