

This style of interviewing is commonly used—employers know that the best predictor of future behavior is past behavior.

Asking behavior-based questions helps the interviewer learn how you are likely to behave in situations. The interviewer will ask a question framed around a behavior (skill/competency) directly related to the position to which you are applying. Your answer provides an example of how you are likely to 'behave' on the job.

Because this method of interview is common, MRA recommends that you anticipate these types of questions and practice. A few examples are provided below.

Competency/Skill	Behavioral Asked Question
Adaptability	Tell me about a time when you were asked to do something you had never done before. How did you react? What did you learn?
Culture Fit	What are the three things that are most important to you in a job? An employer?
Collaboration	Give an example of when you had to work with someone who was difficult to get along with. How did you handle interactions with that person?
Leadership	Tell me about the last time something significant didn't go according to plan at work. What was your role? What was the outcome? What leadership qualities helped you be successful?
Growth Potential	Recall a time when your manager was unavailable when a problem arose. How did you handle the situation? With whom did you consult?
Prioritization	Tell me about a time when you had to juggle several projects at the same time. How did you organize your time? What was the result?
Problem Solving	How has your approach to problem-solving changed as you've progressed in your career?
Customer Service	Have you ever had to go the extra mile to satisfy a customer? Tell me what you did and what was the result?
Accountability	What is the biggest professional mistake you have made? How did you recover? What did you learn?