

Behavioural interviewing tips and techniques



Behavioral interviewing is a relatively new, but popular and widely used mode of job interviewing.

Differing to traditional job interviewing, where you may be able to get away with telling the interviewer what he or she wants to hear, behavioural interviewing invites the use of questions such as 'Tell me about a time when you ...', 'Describe a situation when you'. These behavioral interviewing questions allow applicants to talk about their experiences in a way which showcases their accomplishments, skills and experiences.

Behavioural interviewing is based on the concept that the best predictor of future performance is past performance.

Using the STAR model to answer behavioural interviewing questions

STAR stands for Situation, Task, Action and Result.

A behavioural question typically asks for one example of a time when you demonstrated a particular skill or competency - the example provided should be within the past two years. You need to use a real-life example to explain how you have actually demonstrated the skill, and to do this it is critical to understand the STAR process.

Using the STAR model to answer behavioural questions in written applications or in interviews provides a framework for talking about an experience which illustrates the competency being assessed by a particular behavioural question. Your answer to the question allows interviewers to obtain a 'complete answer' and assess your skills and competencies.

If you are answering a number of behavioural questions, try to use a range of examples, so the employer knows that you have had varied experiences and would be able to apply your skills learnt to similar situations in the workplace.

STAR Model:



Situation - a brief outline of the situation/environment, include context, details and time

Task - what tasks needed to be achieved

Action - focus on the specific steps taken to complete the task

Results - what outcomes were achieved?

Think about relationship outcomes as well as task outcomes.

Complete Answer