

Interview questions for employment should be developed to allow candidates to demonstrate their ability to meet the established selection criteria for the position. At LSU, we encourage the usage of “behavior based questions.” Because the best predictor of job performance is past behavior, this method of questioning allows the candidates to demonstrate specific actions they took in past experiences as opposed to what action they would take in hypothetical situations.

Below are examples of interview questions, including some behavior based questions (indicated with an *). Hiring departments may contact their Staffing Partner for further assistance.

Accountability

1. Tell us about a time when despite careful planning, things got out of hand or did not work out. What did you do? *
2. Tell us about a time your supervisor was absent and you had to make a quick decision. *
3. What steps have you taken to enable you to become more effective in your team?
4. What have you done to become more effective in your career?
5. How have you handled special responsibilities or assignments that were given to you that were not part of your routine?
6. Give us an example of a time when you had a short deadline or pressure situation. How did you react? *
7. Tell us about a time when your performance did not live up to your expectations. What did you do? *
8. How do you motivate yourself to complete unpleasant assignments?
9. Would you rather design/develop plans and procedures or implement/manage them? Why?
10. Have you had to make and/or implement an unpopular decision/policy and why did you make the decision or support the decision?

Adaptability

1. How do you work with people whom you do not get along with?
2. Give us an example of a crisis situation you were involved in and what you did to help resolve it? *
3. Give an example of a time when you handled multiple projects at one time. How were you able to accomplish all of the work? *
4. Tell us about a time you had to go above and beyond the call of duty. *
5. How many levels of management have you interacted with? Please explain.
6. Describe a situation when your work was criticized. How did you react? *
7. Describe a situation where you had to work with someone who was difficult, how did you handle it? *
8. How do you define a conducive work atmosphere?
9. What type of work environment appeals to you most?
10. How do you deal with conflict?

Communication

1. Tell us about the methods of communication you use at work. *
2. How important was communication and interaction with others in your last job?
3. How would you rate your communications skills? Why?
4. What are some ideas/practices you follow to insure effective communications with your coworkers?
5. Tell us about a time when you communicated concerns/criticisms to a co-worker? Were you effective? *
6. How can a supervisor establish effective communications with staff?
7. In what instances do you choose written communication over verbal communication?
8. Have you ever had to give an employee bad news (vacation denied, etc.)? How did you deliver this information? *
9. How would your supervisor rate your communication skills?
10. Have you ever had to criticize or tell your supervisor they were wrong? How did you do this? *

Customer Quality Focus

1. What does good customer service involve?
2. Tell us about a time when you were faced with an irate customer? How did you handle the situation? *
3. Tell us about how you have handled a dissatisfied customer in the past. *
4. Tell us about your experience in dealing with the public. *
5. Give us an example of a situation you handled with superior customer service. *
6. How have you handled a customer who used abusive language?
7. Name two criteria essential to establishing effective service standards.
8. What are some of the ways you measure customer/user satisfaction?
9. What steps do you take to establish a "customer first" attitude in your organization?
10. When you wanted to improve the service that you provided to your customers, what did you do first? What efforts have you made in your job to improve the level of customer satisfaction? *

Leadership

1. Give us an example of your ability to be a self-starter. *
2. Define leadership and your role as a leader. *
3. What is your strongest leadership skill and how will it assist you for this job?
4. Give us an example of a situation where you were a leader and a manager? *
5. What motivational techniques do you use with your work unit?
6. What practices have you used to enhance an employee's job and the employee's motivation? *
7. When a subordinate was not successful on a task, how did you offer constructive feedback? *
8. Tell us about a situation where you motivated your staff to extraordinary accomplishments. *

Experience and Education

Education

1. What aspect of your education applies to this position?
2. What have you done outside of formal education to improve your skills?
3. What training opportunities have you taken advantage of and why?

Experience

1. Tell us about your work experience and career path.
2. How does your experience qualify you for this job?
3. Describe a typical day at your present position.
4. What were your three greatest accomplishments on your last job? *
5. What are some of the things you have done well on your current job? *
6. What is the best lesson you learned from the jobs you have had?
7. What is the most difficult assignment you have had?
8. Why do you want to leave your current job?
9. Describe yourself telling us about your professional skills and abilities.
10. Recall an incident where you made a major mistake. What did you do after the mistake was made? What did you learn from this mistake? *
11. Please tell us about the most difficult job-related task you have faced and how you handled the situation.

Supervision and Management Experience

1. Give an example of a time when you resolved a grievance? *
2. What experience have you had in investigating discrimination/sexual harassment complaints?
3. What do you like the best about supervision?
4. What do you like the least about supervision?
5. Describe your most positive experience in supervision.
6. Describe your most negative experience in supervision.
7. Give us an example of a situation that you handled which would demonstrate your ability to supervise. *
8. What qualities did you look for when hiring staff?
9. Have you supervised volunteers? Tell us about your experience.
10. How would you assess your ability as a supervisor? Why?
11. Describe the attributes of your most ideal and least ideal boss?

Judgment

1. Describe a project that you have completed that best demonstrates your analytical ability? *
2. Tell us about a situation where you made a mistake. How did you handle the mistake and what was the resolution? *
3. Under what circumstances should you bypass your supervisor and go to your supervisor's supervisor?
4. Give us an example of a situation that illustrates your ability to exercise good judgment. *
5. Tell us about a time when work quality had been compromised due to time/resource constraints. What was the outcome? *

Problem Solving

1. What are the essential elements of effective problem solving?
2. Provide us with an example where you utilized your problem solving ability. *
3. Tell us about a situation in which you were required to analyze and solve a complex problem. *
4. What are the benefits of participative/group problem solving?
5. Describe a time when you were confronted with a situation that you were not familiar with, how did you go about making decisions? *

Strengths and Weaknesses

Strengths

1. Why are you the best person for this position?
2. What are your three personal strengths?
3. Give us three adjectives that others would use to describe you?
4. What makes an individual successful and why do you think that these attributes make someone successful?
5. What are your strong points and give us a specific example of how have they helped you to succeed? *

Weaknesses

1. Describe a time when you identified one of your weaknesses. How did you work to improve it? *
2. What about yourself would you want to improve?
3. What are the three areas in which people would say you need to improve?

CITATION

Just remember - if a question does not ask for a specific scenario, it is not behavior based.