



Interviewing

Behavioral Based Interviews

Behavioral based interviews are commonplace and involve the employer asking questions that ascertain how effective you are in performing the critical dimensions associated with the job for which you are interviewing. Critical dimensions refer to the specific skills, knowledge areas, and abilities required to perform particular job functions. Examples of common critical dimensions include decision-making, problem-solving, digital literacy, and business writing. Use the worksheet on the reverse side to prepare for your upcoming interviews.

Applicable Career Communities:



Below are some examples of behavioral-based interview questions along with the underlying critical dimension the interviewer is trying to assess:

1. "I'd like to learn about times when you were in charge of a group and responsible for the work of others. Tell me about any jobs or projects when you had to get something done by directing the work of others." (**Leadership**)
2. "I'd like you to describe an occasion when you had to work closely with someone who was having personal problems that were impacting your productivity. How did you address the situation?" (**Sensitivity, Communication Skills**)
3. "Tell me about a time when you were in the position of having to 'sell' your ideas to someone else. Describe one time in particular when it was important to try to convince someone to come around to your way of thinking." (**Assertiveness, Persuasiveness**)
4. "I'd like to hear about an occasion when you were trying to accomplish something important, but were frustrated by a major obstacle." (**Motivation, Resourcefulness**)
5. "Tell me about the most complicated research paper you wrote in college. What was the topic and how did you obtain information for the report?" (**Knowledge of library research or other research tools**)

position along with examples of how you have developed or enhanced relevant skills or knowledge areas through campus activities, past jobs, etc. When responding to this type of interview question, follow the STAR format. S: describe the situation; T: your conceptualization of the tactics required to deal with the situation; A: the action you took; R: the result of your actions.

Example:

Interview question: "Tell me about a time when you suggested a solution to a problem."

STAR Response:

- Situation: Advertising sales were decreasing for the college newspaper where I worked. I was asked to develop ideas for increasing ad sales.
- Task: I thought the best approach would be to benchmark what other college newspapers did to generate ad sales.
- Action: I contacted campus newspapers at other Big 10 schools to collect information on the incentives they use when reaching out to new clients. Then, I generated ideas for applying the incentives that I thought would work best with companies in the campus area.
- Results: Using the incentive plan I created, we signed contracts with five new clients, increasing ad sales by nearly 10%.

To be successful in interviews, you should prepare by identifying the critical dimensions required for the

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STAR Interview Worksheet Consider meeting with a Career Coach to get their input on the critical dimensions associated with a position for which you will be interviewing.

Critical Dimensions

STAR Stories

| Skills/Knowledge/Abilities required for success in the job. | Examples that illustrate how you have performed on these critical dimensions in the past |
|---|--|
| 1. | Situation: Task: Action: Result: |
| 2. | Situation: Task: Action: Result: |
| 3. | Situation: Task: Action: Result: |

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