

The Secrets of Behavioral Interviewing



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Objectives

- **To recognize the importance of preparing for a behavioral interview and to be able to identify and understand the necessary pre-interviewing procedures.**
- **To be aware of the appropriate interviewing behaviors and to be able to demonstrate these behaviors effectively.**

Important Key Points

- **Know the dynamics of the interview process.**
- **Refer to the many interview-related resources that are available.**
- **Participate in a Mock Interview program.**
- **Ask a career counselor about interviewing and related job hunting activities that are most appropriate for your personal employment needs.**



The Interview

- ⦿ **Be on Time**
- ⦿ **Do Not Be Late**
- ⦿ **Arrive at least 15 minutes early**
- ⦿ **Most important, if you are late, you will make a bad impression**



Dress



- **Dress as others do in the same occupation**
- **Remember: The first impression is a lasting one**
- **Women**
- **Men**

Behavioral Interviews

- ⦿ **Employer makes assumptions about your future performance based on past behaviors and attitudes.**
- ⦿ **Requires you to offer concrete, specific examples to reveal skills**



Preparing for a Behavioral Interview

- Recall recent situations that show favorable behaviors, involving coursework or work experience
- Prepare short descriptions of each situation
- Be sure each story has beginning, middle, and end
- Be sure the outcome or result reflects positively on you
- Be honest – don't embellish
- Be specific – don't generalize

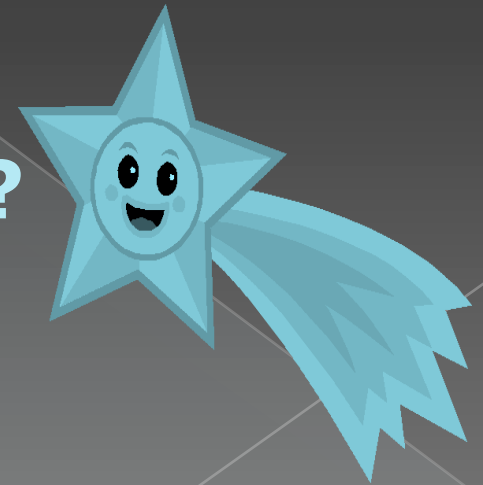


Behavioral Interview Questions

- **Tell me about a time when you had to deal with a conflict situation and how did you resolve it?**
- **Give me an example of a group project that you were involved with and describe your role in the group.**
- **Tell me about a situation in which you failed and how did you handle it?**

Recommendation for a Behavioral Interview

- *Use the "STAR" framework to structure your responses:*
- What was the SITUATION?
- What was your TASK?
- What ACTION did you take?
- What was the RESULT?



Behavioral Interview Activity

- Take a few minutes to develop a STAR response to the following.

Summarize a situation where you took the initiative to get others going on an important issue or task.

- Share your response with the person sitting next to you.

After The Interview

- Write a follow-up letter
- Ask for the interviewer's business card and write him/her a letter or follow-up e-mail
- Make each interview a learning experience
- As soon as possible after the interview, write down what you have learned





Additional Internet Resources

<http://www.uwp.edu/departments/career.center/jobsearch.cfm>

<http://www.jobinterviewquestions.org/>

<http://www.capital.edu/1214/>

For More Information Regarding Interviewing

Come visit the Career Center or make an
appointment ♦ 262.595.2452



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