

SAMPLE BEHAVIORAL INTERVIEW QUESTIONS

The resource listed below is intended as a sample and may be adapted to meet style and use needs

The hiring official will need to prepare questions about the candidate's work history, work habits, honesty and candor, motivation, organization, resourcefulness, stability and dependability and work values.

I. Alignment with Organizational Values and Goals

- What did you do in your last job to contribute to a teamwork environment?
- Give me an example in your current position where you listened and spoke with honesty, openness and respectfulness when handling a difficult situation.
- Give me an example in your current position of how you regard and value contributions and recognize accomplishments.
- What does "diversity" mean to you? Provide examples of how you seek inclusiveness and honor differing points of view.
- Give me an example of how you have created opportunities for individual and group learning that crosses organizational boundaries.

II. Competency and experience. (Tailor these questions to fit the specific position)

- Briefly describe your employment history, giving me a feel for your experience and career path.
- Among the management requirements for this position are strategic planning, management of staff, project management, budget and cost containment. Describe your experience and skills in these areas.
- How would your supervisor describe your work style in terms of strengths and limitations?

III. Past Performance (Tailor these questions to fit the specific position)

- Describe a work situation that required you to follow an established pattern and schedule, but you got off track and behind schedule
- Give me an example of a time when someone (patient, family member, customer, and co-worker) was insisting on a commitment that you were not sure you could keep. How did you handle it?
- Describe a time when you successfully organized different types of people to get work done. What did you do?

- ❑ Tell me about a time when you were able to overcome objections to something that you wanted done, but others did not think it needed to be done. Be specific.
- ❑ Describe a situation where a customer who was upset about a situation in your workplace approached you with a problem. How did you handle the situation?
- ❑ Describe a personnel situation that you did not handle well. What happened and how did you resolve the issue? What did you learn from the experience?
- ❑ Describe an assignment that you handled creatively.
- ❑ Describe your computer skills.
- ❑ What is the greatest achievement in your career? Greatest frustration or disappointment? How did each impact the course of your career?
- ❑ Describe a difficult situation with an employee and how you handled it.
- ❑ What experience have you had working with administrators? Faculty? Medical Center leadership? Higher Education staff?

IV. Summary/Closing

- ❑ (for external candidates) In considering this position, what have you learned about Duke, its values and goals?
- ❑ What do you see as the most challenging aspect of this position?
- ❑ Describe the ideal person to work for.
- ❑ Why are you interested in leaving your current position? What interests you about this opportunity?
- ❑ What are your career goals? How does this opportunity fit into your planning?