SITUATIONAL INTERVIEW QUESTIONS

Using a structured interview or planned and documented discussion with a candidate is considered the most effective way to make a sound hiring decision. Structured interviews include a set of questions used for interviews with all candidates.

Situational interview questions are open-ended and invite the applicant to explain, describe, elaborate, and give significant details. They begin with phrases like…

- Describe a situation in which…
- Tell me how you…
- Explain to me how…
- Give an example of…

If a resume lets you know what an applicant has done, the behavioral interview gives her/him a chance to tell you how and why s/he did it. Situational interview questions are useful in determining a candidate’s work style, attitudes and past experiences, all vital inputs to an effective hiring decision. Consider using some of the following questions as a part of your interview process:

- Describe a stressful situation you had to deal with on a recent project. Tell me what you did and why?
- Tell me about a time when you had to communicate a difficult message. What would you do differently in the future?
- Some situations require us to express ideas/opinions in a very tactful and careful way. Tell me about a time when you were successful with this particular skill.
- At times, we are all required to deal with difficult people. An even more demanding factor is to be of service to a difficult person. When have you been successful with this type of situation at work?
- Describe when you used good judgment in solving a problem.
- Tell me about a time when you instilled positive motivation in others.
- Tell me about a time in which you were able to be persistent in order to reach goals.
- Describe a time when you had to balance multiple and competing priorities.
- Explain the techniques have you found to be successful in building a collegial work environment.
- Describe a time when you received difficult feedback from a colleague or a manager. What did you learn from that situation?