

## **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?