

BUS602 WORKSHOP #2 INSTRUCTIONS: HOW TO ANSWER BEHAVIORAL INTERVIEW QUESTIONS

Based on the University of Toronto, Institute for Studies in Transdisciplinary Education and Practice (ISTEP)
Copyright by: Jennifer Patrick, MBA, 2020



Preparation for Workshop #2: 8 Speed Interviewing Questions

- ✓ Bring one hard copy of your resume.
- ✓ Please be on time and in business attire.
- ✓ Supper/lunch will be provided.
- ✓ When you arrive you will be assigned to a small group that will rotate through each of the interview stations where an Ambassador will ask you one question from each of the 6 categories (see next slide for questions)



Preparation for Workshop #2: 8 Speed Interviewing Questions

Team

- 1) Tell me about a time when you had to work on a team.
- 2) Give me an example of a time you faced a **conflict** while working on a team. How did you handle that?

Client-Facing

- 3) Give me an example of a time when you did **not meet a client/customer's expectation**. What happened, and how did you attempt to rectify the situation?



Preparation for Workshop #2: 8 Speed Interviewing Questions

Ability to Adapt

- 4) Tell me about a time you were **under a lot of pressure**. What was going on, and how did you get through it?
- 5) Tell me about the first job you've ever had. What did you do to **learn the ropes**?

Time Management

- 6) Give me an example of a time you managed numerous responsibilities. How did you handle that?



Preparation for Workshop #2: 8 Speed Interviewing Questions

Communications

- 7) Tell me about a **successful presentation** you gave and why you think it was a hit.

Motivation and Values

- 8) Describe a time when you **saw some problem and took the initiative** to correct it rather than waiting for someone else to do it.



Preparation for Workshop #2: 8 Speed Interviewing Questions

- ✓ At the Workshop, your speed interviewing answers will be reviewed generally by the Ambassador who will indicate whether you meet, exceed or don't generally meet expectations. Review notes will be collected at the end. We'll compile the notes to get a baseline of how students are doing and what we need to do more of in order to support your progress in mastering behavioral interviews.



Follow the STAR METHOD to prepare and improve how you answer behavioral questions:

The STAR Method:

- ▶ Situation: the story context
- ▶ Task: your role in the story
- ▶ Action: what you did in the story
- ▶ Result: what your actions led to

Apply the
STAR
Method to
all 8
questions.

