

The Behavioural Interview

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The recruiter perspective

Most important goal of employer HR strategy is to...

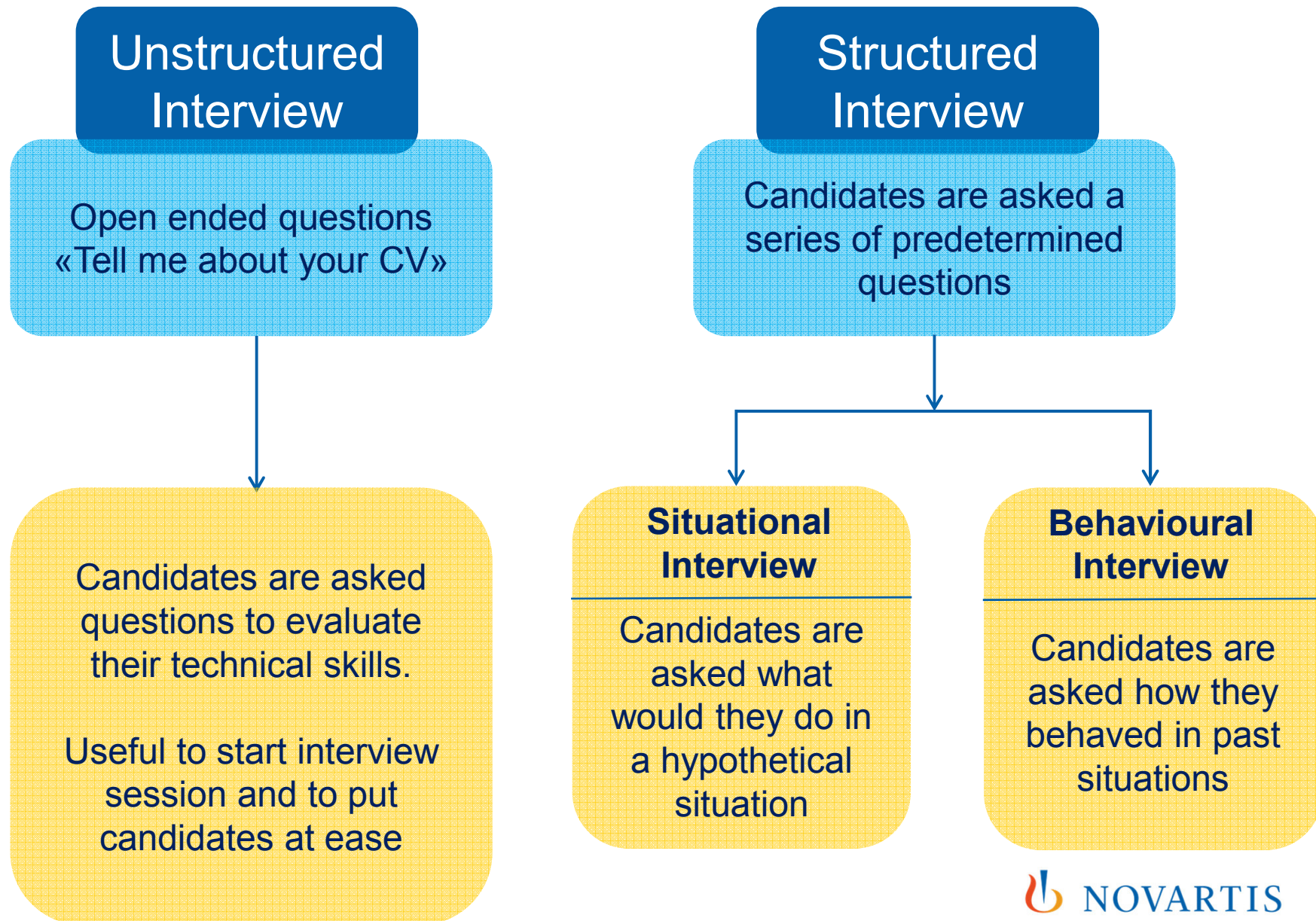
1. Hire great employees
2. Develop great employees
3. Retain great employees

If the first is not right, the rest become almost impossible.

A «Bad» hire will have a major impact on

1. Costs (recruiting, relocation, salary, training...)
2. Team spirit / motivation
3. Time spent on (low) performance management
4. Reputation...

Interview techniques



Past Behavior is the Best Indicator of Future Performance

Behavioral vs. Traditional Interviews

Traditional

10% predictive of on-the-job behaviour.

Candidates can tell the interviewer what s/he wants to hear, even if it is not the truth.

Behavioral

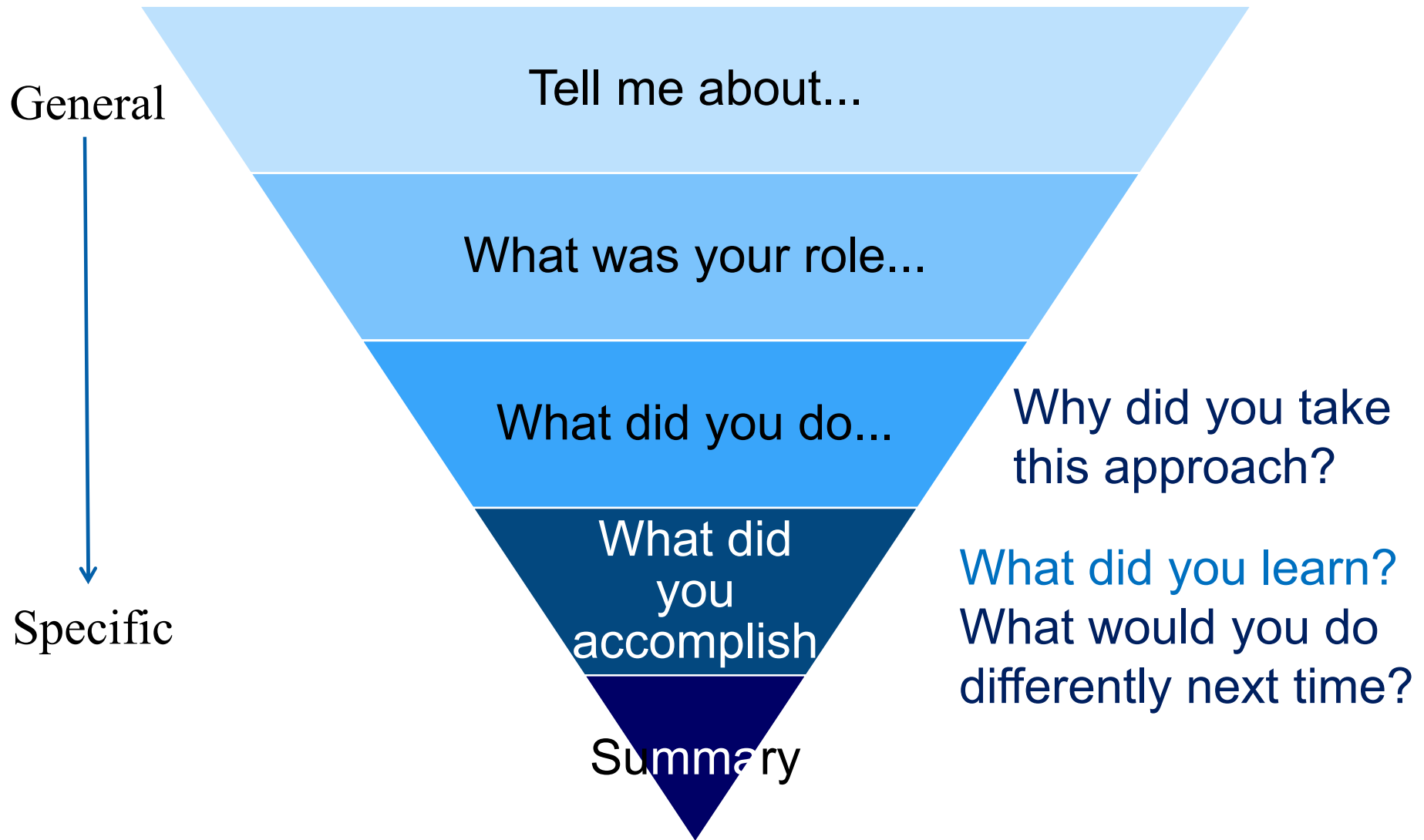
55% predictive of future on-the-job behaviour.

Questions are more probing and it's hard to give responses that are untrue to your character.

Examples of Behavioural Questions

- Tell me an example on how you worked effectively under pressure.
- Tell me last time you made a mistake? How did you handle it?
- How do you handle a challenge? Give an example.
- Tell me about a difficult conversation you had and how did you handle it.
- Describe a decision you made that wasn't popular and how you handled implementing it.
- What do you do if you disagree with someone at work? Please give me an example

Questioning Pattern



Preparing for a behavioural interview

- Read carefully the job description
- If the job description is about “people skills,” you will be asked your experiences in managing people, handling conflicts, and working on a team.
- If a job description stresses qualities such as “organized” and “detail oriented,” you will be asked about past experiences managing time, projects, and details.

Preparing for a behavioural interview

- Take the time to practice your stories with a friend or in the mirror.
- Get comfortable talking about your past behaviour in a way that highlights your abilities.
- This is no time to be modest. If you're shy, practice is even more important.
- With enough repetition, you'll be able to sing your own praises in a natural way that will not sound false.

How to Answer Behavioral Questions.. the **STAR** approach

- **(S) Situation.** Describe the situation in which the event took place.
- **(T) Task.** Describe the task you were asked to complete. If there was a particular problem or issue you were trying to solve, describe that here.
- **(A) Action.** Explain what actions you took to complete the task or solve the problem and why did you take them.
- **(R) Results.** Explain the result of your actions. For example, if your actions resulted in completing a task, resolving a conflict, improving your company's sales record, etc., explain this. Try to focus on how your actions resulted in a success for the company.

Possibly use numbers...(numbers give you credibility)

How to Answer Behavioral Questions...

- **Take your time.** It is okay to take a moment before answering the question. Take a breath, or a sip of water, or simply pause. This will give you time to calm any nerves, and think of an anecdote that appropriately answers the question.
- **Prepare ahead of time.** Identify six to eight examples from your past experience where you demonstrated top behaviors and skills that employers typically seek. Think in terms of examples that will exploit your top selling points.
- **Follow the STAR technique.** Be sure to answer any questions using the STAR technique described above. By completing each of the four steps, you will provide a thorough answer.
- **Be positive.** Often, behavioral interview questions require you to focus on a problem or a failure at work. Describe the problem or issue you faced, but do not focus too much on the negative. Focus on describing how you solved the problem, and the positive results.

How to deal with Interview Stress

A skilled interviewee will manage anxiety to improve performance in the interview.

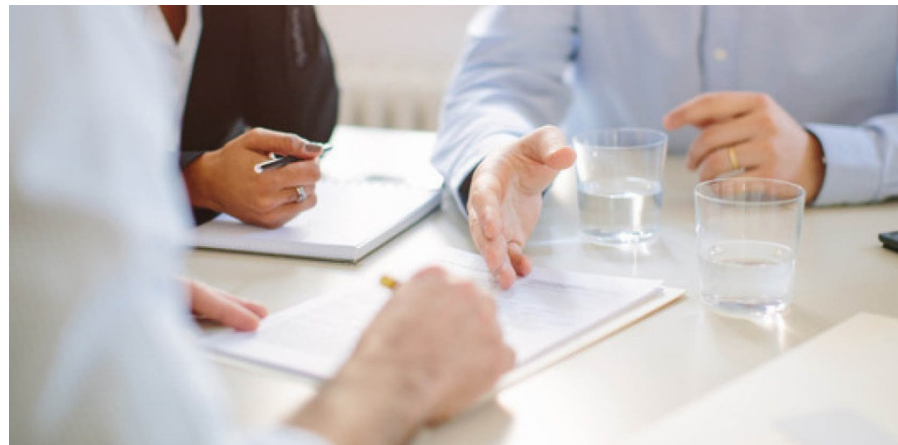
- Consider what is available on the Web about the interviewer (but also consider what they can learn about you)
- Research the company and the position.
- Practice possible responses before the interview.
- Listen carefully to the questions
- Concentrate on what to say.
- Take time to pause, collect thoughts, then reply.
- Communicate confidence.

Interview Mistakes to Avoid

- Showing up late
- Dressing inappropriately
- Poor mobile phone etiquette
- Not researching the company
- Badmouthing your current/former employer
- Not having good questions
- Asking about salary range/vacation in the 1st interview
- Boasting about the interview on social media
- Not following up

And don't forget...after the interview

- A thank you note/message to the Interviewer to thank for his/her time and insights.
- Was there something you wished you had said during the interview, but didn't get a chance to? Your thank you note gives you a chance to mention it.
- It's also an opportunity to reiterate your interest in the job and the company.





**KEEP
CALM
and
GOOD
LUCK**



Thank you