

## What is Behavioral Based Interviewing?

### Congratulations!

If you are reading this, it may mean you are getting ready to interview for a position with Northwest Kidney Centers!

This interview is as much for you to learn about Northwest Kidney Centers as it is for the hiring panel to learn about your skills, knowledge and experience. We use the behavioral based interviewing approach, and want to share what this means in our interview process.

### What is Behavioral Based Interviewing?

Behavior-based interviewing is a technique used in which the candidate has the opportunity to demonstrate their potential for succeeding in the new job by providing **specific examples** of how they handled similar situations based on their past experience.

### Preparing for a behavioral based interview

Candidates for employment often ask what the difference is between a regular job interview and a behavioral interview. What should you do to get ready if the employer is going to ask you behavioral based interview questions?

There isn't a difference in the actual format of the interview. You will still meet with an interviewer (recruiter, hiring manager and/or hiring team) and respond to interview questions. The difference is in the type of interview questions that will be asked.

Review information on the difference between behavioral and traditional job interviews, examples of questions, and how to handle a behavioral interview.

### What is a Behavioral Job Interview?

Behavioral based interviewing is interviewing based on discovering how the interviewee acted in specific employment-related situations. The logic is that how you behaved in the past will predict how you will behave in the future, i.e., past performance predicts future performance.

### Traditional Interviews

In a traditional interview, you will be asked a series of questions which typically have straightforward answers like "What are your strengths and weaknesses?" or "What major challenges and problems did you face? How did you handle them?" or "Describe a typical work week."

In a behavioral interview, an employer has decided what skills are needed, the person they hire and will ask questions to find out if the candidate has those skills. Instead of asking how you would behave, they will ask how you did behave. The interviewer will want to know how you handled a situation, instead of what you might do in the future.

### Sample Questions Asked

Behavioral interview questions will be more pointed, more probing and more specific than traditional interview questions. Examples are:

- Tell us about a time when you handled a difficult change on the job.
- Give an example of a goal you reached and tell me how you achieved it.
- Describe a decision you made that was unpopular and how you handled implementing it.
- Have you gone above and beyond the call of duty? If so, how?
- What do you do when your schedule is interrupted? Give an example of how you handle it.
- Have you had to convince a team to work on a project they weren't thrilled about? How did you do it?
- Give us an example of when you handled a difficult situation with a co-worker? How did it resolve?
- Tell me about a time when you worked effectively under pressure.

Follow-up questions will also be detailed. You may be asked what you did, what you said, how you reacted or how you felt during the situation you shared with the hiring manager.

## **Preparation**

What is the best way to prepare? It's important to remember that you will not know what type of interview questions they will ask you until you are in the interview room. So, prepare answers to traditional interview questions.

Then, since you don't know exactly what situations you will be asked about if it's a behavioral interview, refresh your memory and consider some special situations you have dealt with or projects you have worked on. You may be able to use them to help frame responses.

Prepare examples that tell a story to illustrate times when you have successfully solved problems or performed positively.

The stories will be useful to help you respond meaningfully in a behavioral interview. You can research the [STAR interview response](#) technique, which offers a way of answering behavioral interview questions.

Finally, review the job description, if you have it, or the job posting or ad. You may be able to get a sense of what skills and behavioral characteristics the employer are seeking from reading the job description and position requirements.

## **During the Interview**

During the interview, if you are not sure how to answer the question, ask for clarification. Then be sure to include these points in your answer:

- A specific situation
- The tasks that needed to be done
- The action you took
- The results, i.e., what happened

It's important to keep in mind that the interviewer is simply trying to understand how you behaved in a given situation. How you respond will determine if there is a fit between your skills and the position the company is seeking to fill.

So, listen carefully, be clear and detailed when you respond and, most importantly, be honest. If your answers aren't what the interviewer is looking for, this position may not be the best job for you.