

BEHAVIOURAL INTERVIEW TIPS

Behavioural interview questions ask you to describe past experiences and workplace situations. These questions require **concrete examples** of decisions and reactions.

It's a very common interview technique. Many employers want to know how you've behaved in a real-world situation. They also want to know if you're good at problem solving.

Your answers to behavioural-based questions give an employer a sense of your personality and how you might act within their company. Your answers might highlight some particular traits that are important for the position.



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HOW TO ANSWER BEHAVIOURAL INTERVIEW QUESTIONS

A trick for answering behaviour-based interview questions is to remember the acronym **STARF**. It's a bit of a twist on the traditional 'STAR' method - we like to throw the extra 'F' in there for even better results!

- **S** Describe the **situation** or event you were in.
- **T** Explain the **task** you had to complete.
- **A** Describe the **actions** you took to complete the task.
- **R** Close your answer with the **result** of your efforts.
- **F** Share how you **followed-up** to make sure your solution was sustainable, and what you learnt from it.

• PREPARE

Prepare ahead of time by reviewing common behavioural interview questions and **practicing your answers**. Have a number of specific anecdotes ready that you can relate in 2-3 minutes.

• TAKE YOUR TIME

It's okay to take a moment before answering a question. Take a sip of water, or simply **pause**. This will give you time to calm your nerves and think of a good anecdote to fit the question.

• BE POSITIVE

Behavioural interview questions often focus on a problem or failure at work. Describe the problem or issue, but don't focus too much on the negatives. Quickly shift to describing how you **solved** the problem and the positive **results**.

Practice questions

• PROBLEM SOLVING

What They Want to Know

These questions are intended to discover the thought processes you use to solve problems. Focus on explaining, in detail, the steps you took to resolve a challenging work issue in the past.

Example questions:

- Give an example of a time when you used logic to solve a problem.
- How do you handle a challenge?
- Have you ever made a risky decision at work? How did you handle it?
- Give an example of a goal you reached and how you achieved it.
- Given an example of a goal you didn't meet and how you handled that.
- When you work on multiple projects, how do you prioritize?
- Give an example of how you set goals and achieve them.

Practice questions

• TEAMWORK

What They Want to Know

When a hiring manager asks questions about teamwork, it's usually because working well with others and collaboration are essential to the job you're applying for. Be prepared with some concrete examples of times you've been a great team leader, team member and/or follower.

Example questions:

- How have you handled a difficult situation with a supervisor?
- How have you handled a difficult situation with another department?
- How have you handled a difficult situation with a client or vendor?
- How have you handled a difficult situation with a work colleague?

Practice questions

• STRESS

What They Want to Know

Like questions about teamwork, questions about stress are a good clue about the work climate you'll be walking into if you got this job. Be honest about how you've dealt with pressure in your career. Prepare an anecdote about at least one stressful work situation and how you handled it.

Example questions:

- Describe a time you worked effectively under pressure.
- Describe a decision you made that was unpopular and how you handled implementing it.
- How did you handle meeting a tight deadline?
- What do you do when your schedule is interrupted? Give an example of how you handle it.

Practice questions

• SELF-KNOWLEDGE

What They Want to Know

These questions are sometimes 'trick' questions – how you answer them is as important as what you actually say. The interviewer is interested in how you view your own strengths and weaknesses, and how you've fixed mistakes made by yourself or others. The best strategy here is to:

- admit to former errors,
- describe how you made a path correction and then
- what you learned from the experience.

Example questions:

- Give an example of a time when you made a mistake. Tell me about how you handled it.
- Have you ever put off making a decision? Why?
- Have you ever not met your goals?
- Have you been in a situation where you didn't have enough work to do?

After the interview

- **CHECK IN!**

When you're done, call your Medijobs consultant to give them your interview feedback. We'll let you know what to do next.

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