

Designing Behavioural Interview Questions

This factsheet provides a few example behavioural interview questions for reference when you are designing questions relevant to your vacancy. Remember that you want the candidate to describe a real situation, the actions that they took and what the outcome was. You may find that you need to ask follow up questions so that you get all the information you need to understand what happened e.g. What happened? What did you do? What was the outcome? How did you respond? How did they react? What would you do differently if this happened again? What did you learn?

Knowledge and Skills

- ✘ Can you give me an example of how you have brought the insights of your research to enhance your teaching?
- ✘ Tell me how you have developed the use of ICT in teaching and learning, to improve student outcomes.
- ✘ How did you go about revising your dissertation for publication?
- ✘ Tell me about the most complex spreadsheet you have created.
- ✘ Can you tell us about a situation where you had involvement in building successful relationships with an iwi or other Māori community organisations?
- ✘ Tell us about a financial reporting issue that required you to provide advice to senior management.
- ✘ Tell us about a policy that you have developed.
- ✘ Give me an example of an experiment that did not give the results you expected.
- ✘ Tell us about a laboratory or sampling procedure you have developed.

Teamwork and Co-operation

- ✘ Tell me about a time when you had to deal with someone who was wasting your time at work.
- ✘ Give me an example of a time when your work group or department worked especially well with another work group or department to accomplish a goal.

Organisation, Planning and Self-Management

- ✘ Can you think of a situation when you felt out of your depth in your ability to deliver on time in a work context? How did you deal with the situation?
- ✘ Describe a time you set and achieved a goal.

Problem Solving and Decision Making

- ✘ What is the most complex problem you've been presented with recently? How did you go about working out your solution?
- ✘ Tell us about a time you had to make a tough decision. How did you choose what to do?

Service to Customers

- ✘ Give an example of a time when you had to deal with a difficult customer.
- ✘ Tell me about a time when you were not happy with the customer service that you provided. What would you do think you should have done differently?.

Initiative and Innovation

- ✘ Describe a time you developed or adjusted a process to improve efficiency.
- ✘ Tell me about a time that you undertook study/training/research/skill improvement, of your own initiative, in order to improve your work performance

Leadership and People Management

- ✘ Tell us about a team member who became more effective as a result of your guidance.
- ✘ Describe a strategy you have used successfully to motivate your team and keep them on track for a difficult task or deadline.
- ✘ Tell us about a time you found it necessary to say something that you knew others did not want to hear.

Advice

If you would like any advice in developing behavioural interview questions relevant to your vacancy, you can contact the recruitment team, or your Divisional HR Manager or Adviser.