

# Sample Behavioral Interview Questions

The Vocabulary Glossary provided as a separate resource includes the six characteristics used in the training and three new ones. This list includes sample questions for all of them.

## Accepts Supervision

1. Describe a time when you did not agree with your boss. What did you do and what was the result?
2. Give an example of a time when you made a mistake at work. How did you learn from your mistake and what did you do to fix it?

## Creative

3. Think about a time when you came up with a new and better way to do something. Describe the situation, the result and why you decided to try something new.
4. Describe an example of something creative you did in the past that helped you or someone else in your life.

## Customer Service

5. Think about a time when you provided excellent customer service. Describe what you did and the effect on the customer.
6. Describe a time when you had to speak with someone who was very angry.

## Energetic

7. Tell me about a time when your energy helped a team or group finish something difficult.
8. Give an example of how you complete your work correctly and on time when you are tired and time is short.

## Flexible

9. Give an example of a time when an unplanned emergency required you to quickly change your planned work and help respond to the emergency.
10. Think about a time when you were in a situation that suddenly changed. How did you handle it?

## Problem Solving

11. Give an example of a problem you faced. What was it? How did you solve it? What was the result?
12. Think about a time when you had to convince someone to do something to help you. How did you do it and why did you need their help?

**Productive**

13. Give an example of a time when you felt pressure to do too many things at the same time. How did you decide what to do first and still finish everything on time?
14. Describe your past experience finishing several important things at once with too little time. What did you do? What was the result?

**Responsible**

15. Give an example of a goal you did not meet. Why not? What did you do and why?
16. Think about a time when you made a mistake. What happened and how did you take responsibility for fixing the problem?

**Team Player**

17. Describe a time when your success depended on the success of everyone in your team. How did you feel about that? How did you contribute to the team's success?
18. Tell an example of how you helped a member of your team finish their work on time when they were having trouble doing that by themselves.