

SITUATIONAL INTERVIEW QUESTIONS

Many employers are now asking interview questions where you will need to describe specific situations and examples from past experience. These are called situational, behavioral, or skills-based type questions. To answer these questions use examples from work, volunteer experience or education that will show an employer your ability to do the job. Prepare by thinking of examples you could give that demonstrate skill in areas such as teamwork, organization, quick-thinking, verbal and written communication, adaptability to change, problem-solving, customer service, etc. Answering these types of questions gives you an opportunity to show you have excellent communication skills and are prepared to solve problems and make decisions.

Examples and Potential Answers:

- ***Describe a situation where you had to adapt to change and how you handled it.***
Example of a potential answer: Two years ago I was laid off from a job as a program services provider with a local agency where I had worked for eight years. I weighed my options in order to make an informed decision on my future. A career in accounting had always interested me. I love working with numbers and doing detail work. I decided to use this as an opportunity to go back to school and learn a new career. Going back to school was difficult at first but it is the best decision I ever made. Now I am looking forward to working in the industry.
- ***Give an example of a problem you faced in school or in a previous job and how you solved it.***
Example of a potential answer: In one of my business classes, I was required to work cooperatively with another student to do research on a specific topic and do a presentation to the class. However, the other student blew off meetings and put no effort into the project. I finally spoke to this student after class and explained my frustration with this situation. I discovered this individual was working two jobs and going to school full-time. We solved the problem by choosing a meeting time and location that would better accommodate his schedule.
- ***Tell me about a time when you had to use organizational skills. What were the results?***
Example of a potential answer: Two years ago I was asked to assist with a fundraising activity for a local homeless shelter. A fundraiser had never been held before for this agency. I worked closely with agency members and other volunteers to develop and run this event. I wrote a plan of action including a timeline, arranged for a site to hold the fundraiser and arranged to have t-shirts printed for volunteers. It was very successful and is now a yearly event.

Examples of Other Situational Type Questions:

- We deal with all types of customers and co-workers. Explain how you have dealt with a difficult person at work. How did you handle it? What were the results?
- Give me an example of a time when you had to make a quick decision and act on it.
- Give an example of a goal you set for yourself in the past and explain how you went about reaching that goal.
- As a Web Analyst you will need to train and educate other employees and customers. Explain a time when you had to communicate IT information. How did you go about it? How did you feel?
- Describe a time when you had to deal with the pressure handling a variety of issues all at the same time. How did you prioritize? What were the results?