

# Summary for Mastering the Behavioral-Based Interview

*Past performance is the best predictor of future behavior*

## Behavioral Dimensions

Behavioral dimensions fall into the following categories:

- Personal
  - adaptability, building trust, continuous learning and growth, energy, creativity/innovation, initiative, integrity, stress tolerance, tenacity
- Interpersonal
  - coaching, communication, valuing diversity, teamwork/building partnerships/collaboration
- Leadership
  - leadership and influence, meeting participation, sharing responsibility
- Decision-making
  - decisiveness, planning and organizing
- Business acumen
  - customer orientation, global perspective, sales ability

It's like telling a story – with

Beginning

a Middle

and an End

Situation  
Task  
Action  
Results

An important component of behavioral interviewing is the use of the STAR technique. Describe the Situation, Tasks involved in resolving the situation, Action(s) taken in accomplishing task, and Results of those actions.

## In Behavioral-based interviews you should:

- Discuss what you've done, not what you think or feel.
- Use examples of previous experience to prove you've acquired the knowledge and skills necessary to do the job. Even if you don't have the ability to perform a specific task, you have sufficient ability to learn and the initiative and motivation to act on that ability.
- Talk in specifics, not generalities. If you say you:
  - can write well - provide writing samples.
  - have good customer relations skills- tell how you resolved customer problems.
  - have good time management skills- tell how you met deadlines and managed multiple projects.



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