



Behavior-Based Interview: The Interviewee Perspective





What Is BBI?

Behavior-Based Interviewing (BBI) is a standardized method of interviewing designed to evaluate how a candidate will perform on the job. The technique is based on the principle that the best indicator of future behavior is past behavior.





What Is BBI?, continued

BBI is a method that helps the interviewer evaluate the candidate's ability to do the job rather than the candidate's personality.

BBI focus is on KEY behaviors, skills, and actions. It includes an assessment of essential technical and performance skills.

Job analysis is used as the basis and questions are job related.





How Do You Prepare?

- Know yourself and your achievements.
- Review the job announcement and competencies identified for the position.
- Compare the competencies to your job history.
- Be prepared to share examples that show how you have demonstrated these competencies in the past.





During the Interview

After each question the interviewee/ applicant should:

- Ask for a moment to think, if necessary.
- Make responses specific and detailed.
- Use the STAR format. (next slide)
- Be honest.
- Answer question(s) completely.
- Expect the interviewer to take notes.





STAR Format

Situation and **T**ask

What was the situation?

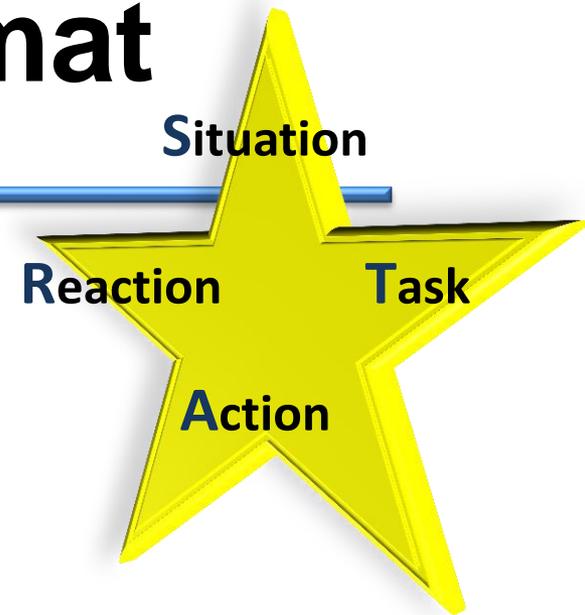
Action

What, if any, obstacles did you encounter?

What action(s) did you take?

Result

What were the results of this activity?





STAR Example

Question: “Tell me about a time when your initiative caused a positive change to occur.”

Situation and Task

Customer upset that order was delayed over one week

Action

Listened, clarified problem, checked order, followed-up with customer

Result

Order delivered next day, waived fees, customer pleased





Sample BBI Questions

- Give an example of when you had to work with someone who was difficult to get along with.
 - How/why was this person difficult and how did you handle it?
 - Describe a situation that required you to do a number of things at the same time. How did you handle it and what was the result?
-
-



Sample BBI Questions,

Continued

- Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?
 - Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
-
-



Sample BBI Questions,

Continued

- Describe something you have done that shows your skill in inspiring others to pursue strategic goals or corporate values.

How did you know when you were successful?

- We value people who display a high level of initiative. Tell me about a time when your initiative caused a change to occur.
- Tell me about a goal that you set but did not reach.

What obstacles did you encounter?

What action did you take?

What did you learn?



More Information

- SkillSoft has online training courses (at no cost).
- Search the Internet on Behavior-Based Interviewing and you will find THOUSANDS of sites with sample questions.





References

This briefing contains information from the following:

- The DLA Behavior Based Instructor Led Training (HR-BBIILT)
- Interviewing Skills for Candidates (Rutgers University Human Resources Professional Development Program)

