

What is Behavioral Based Interviewing?

Congratulations!

If you are reading this, it may mean you are getting ready to interview for a position with Neighborcare!

This interview is as much for you to learn about Neighborcare, as it is for the hiring panel to learn about your skills, knowledge, and experience. We use the behavioral based interviewing approach, and want to share what this means in our interview process.

What is behavioral based interviewing?

Behavioral based interviewing is a technique that assumes a candidate's past behavior in a job situation is an indicator of their future job success. In a behavioral based interview, the candidate has the opportunity to demonstrate their potential for succeeding in the new job by providing **specific examples** of how they handled similar situations based on their past experience.

What's the difference between a behavioral based interview and a traditional interview?

Candidates for employment often ask what the difference is between a traditional job interview and a behavioral based interview. What should you do to prepare for a behavioral based interview?

There isn't a difference in the actual format of the interview. You will still meet with an interviewer (recruiter, hiring manager, and/or hiring team) and respond to interview questions. The difference is in the type of interview questions that will be asked.

Review information on the difference between behavioral based and traditional job interviews, examples of questions, and how to handle a behavioral based interview below.

Traditional interviews

In a traditional interview, you will be asked a series of questions which typically have straightforward answers such as, "What are your strengths and weaknesses?" or "What major challenges and problems did you face? How did you handle them?" or "Describe a typical work week."

Behavioral based interviews

In a behavioral based interview, an interviewer will ask questions to find out if you have the necessary skills needed for their open position. Instead of asking how you **would** behave, they will ask how you **did behave**. The interviewer will want to know how you **already** handled a situation, instead of what you **might do** in the future.

Sample questions asked in a behavioral based interview

Behavioral based interview questions will be more pointed, more probing, and more specific than traditional interview questions. Examples are:

- Tell us about a time when you handled a difficult change on the job.
- Give an example of a goal you reached and tell me how you achieved it.
- Describe a decision you made that was unpopular and how you handled implementing it.
- Tell me an example of how you went above and beyond the call of duty on the job.
- What do you do when your schedule is interrupted? Give me an example of what steps you take to handle it.
- Have you had to convince a team to work on a project they weren't thrilled about? How did you do it?
- Give us an example of when you handled a difficult situation with a co-worker? How did it resolve?
- Tell me about a time when you worked effectively under pressure.

Follow-up questions will also be detailed. You may be asked what you did, what you said, how you reacted, or how you felt during the situation you shared.

Preparation for your interview

What is the best way to prepare for an interview with Neighborcare? It's important to remember that you will not know what type of interview questions you will be asked until you are in the interview room. All interviews with Neighborcare will most likely contain a mix of traditional and behavioral based questions.

Prepare answers first to traditional interview questions. Make sure you know what is listed in your resume since many traditional questions may ask you to expand or explain what you have listed. You should always know something about the company you are interviewing with and responses on why you want to work there. You won't be able to predict what situations you will be asked about if it's a behavioral based interview question, so refresh your memory of times you resolved problems and issues within your team and consider some special situations you have dealt with or projects you have worked on. You may be able to use them to help frame responses.

The best way to prepare for a behavioral based interview question is to **PRACTICE** answering hypothetical questions so you are used to the format. When asked a behavioral based question, you want to remember the [STAR Interview Response Technique](#):

- **S**pecific Situation
- **T**ask
- **A**ction
- **R**esult

Prepare examples that tell a story to illustrate times when you have successfully solved problems or performed positively. For Example: Tell me about a time you had a nervous patient. How did you build trust with your patient?

- **S:** When I worked at XYZ Dental, I had a patient who hadn't had dental care in several years. She was very scared.

- **T:** I was working as a Dental Assistant and it was my responsibility that day to take her x-rays.
- **A:** When I took her to her chair, I just sat and listened to her for a while. She really wanted to explain the poor dental treatment she had received in the past. I explained the whole x-ray procedure before I started and explained that if it became too painful or overwhelming for her, we could stop and take a pause. I explained each step before starting, so she wouldn't be surprised.
- **R:** I was able to obtain clear pictures of the patient, but more importantly, she remained very calm and relaxed. When the Dental Hygienist came in, she knew she would be heard and that she could stop and take pauses if she needed to.

Finally, review the job description, if you have it, or the job posting or advertisement. You may be able to get a sense of what skills and behavioral characteristics the employer is seeking from reading the position requirements.

During the interview

During the interview, if you are not sure how to answer the question, ask for clarification. If you need more time to think of a specific situation, let the interviewer know. Be sure to remember STAR in your answer:

- **Specific Situation**
- **Task**
- **Action**
- **Result**

It's important to keep in mind that the interviewer is simply trying to understand how you behaved in a previous situation. How you respond will determine if there is a fit between your skills and the position they are seeking to fill.

So, listen carefully, be clear and detailed when you respond and, most importantly, be honest. If your answers aren't what the interviewer is looking for, this position may just not be the best job for you. Remember, a candidate is chosen for a job if they are the best fit for the position, not because they were a perfect interviewer!