Behavioral Questions—Fundamental Examples

1. Tell me about a time when you were part of a high-performing team. What was your role? What did the team achieve?

2. Tell me about a topic from your last performance review that you are working to improve.

3. Describe a situation when you went above and beyond and provided outstanding customer service.

4. Explain a past limitation of a software program your company uses and how you addressed that issue.

5. Describe a time when your workload was already full and you had to add several more tasks into your routine.

6. Describe a situation when you solved a problem that had been avoided by others in your workgroup.

7. Tell me about a situation you encountered that required you to write a document that is now part of your organization's operations manual.

8. Explain how you keep current technically, in spite of your workload.

9. Give an example of when you made a work process less expensive, safer, or higher quality.

10. Describe a new piece of equipment or software that was purchased and implemented as a result of your effort to improve your department's operation.

11. Tell me about the first change or process improvement you made when you began your last job.

12. Explain a change that you made in your work process that was necessary to help another person in your department.

13. Describe a time when you received a written compliment from an internal customer. An external customer.

14. Explain what you did the last time you observed poor performance by someone in your department.

15. Tell me about a time when you identified a worthwhile product or service offered by a competitor that your organization had not implemented.