



# Interviewing Workshop

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# **Agenda**

**Introduction to behavioral interviewing**

**Anticipating behavioral questions**

**Crafting personal success stories**

**Practice**

**Next steps**

# Interviewing Workshop

- Behavioral Interviewing

Based on the premise that **past behavior is predictive** of future behavior in similar situations

The questions asked are **based on the job** not the candidate

Interviewer wants **specific** examples from your past experience

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JOB ANALYSIS



COMPETENCIES

Which competencies are critical  
for success on the job?

# Interviewing Workshop

THE RIGHT COMPETENCIES  
=  
SUCCESS ON THE JOB

Behaviors are visible evidence of competency

**What are the  
job behaviors  
behind the  
competencies?**

Adaptability

Analysis

Attention to Detail

Communication-Oral

Communication-Written

Decisiveness

Delegation

Development of

Subordinates

Entrepreneurial

Flexibility

Independence

Initiative

Innovation

Integrity

Judgment

Leadership/Vision

Listening

Motivation

Negotiation

Organizing

Participation

Planning

Practical Learning

Presentation Skills

Rapport Building

Research

Resilience

Safety Awareness

Sales Ability/

Persuasiveness

Sensitivity

Strategic Perspective

Teamwork

Tenacity

Training Others

# Interviewing Workshop

- Behavioral Interviewing
- Anticipate what behavioral questions may be asked

Look to the job description or job posting for clues

## Example:

### Job description: **Director of Account Services**

You will be a coach to all Account Managers, and work with clients to help them get maximum value from our products.

### Behavioral questions:

*“Give me an example of how you grew a good employee to be a great employee.”*

*“Tell me about a time when you had an employee whose performance began to drop.”*

*“What has been your experience with developing effective product education programs for existing customers?”*



## Exercise:

### Job description: **Database Administrator**

- Assists with budget process by identifying and scheduling system upgrades and replacements, planning new hardware and software purchases, and projecting ongoing maintenance costs.

### Job description: **District Sales Manager**

- Host seminars / presentations to communicate the key selling points, features, and benefits of ASCO Numatics products while focusing message on customer needs and expectations

Not all behavioral questions will come from listed job requirements. Some may come from general competencies relevant to the workplace.

- Tell me about the most difficult customer you had to deal with.
- Tell me about a time when you had to take shortcuts to meet a deadline.
- Tell me about the biggest mistake you made at work.
- *Tell me about a time when your boss didn't give you enough information to get a task done.*

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- Anticipate what behavioral questions may be asked
- Craft your personal success stories

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- Behavioral Interviewing
- Anticipate what behavioral questions may be asked
- Craft your personal success stories
  - Look at your resume for accomplishments
  - Look at past performance reviews
  - Recall past work that made you proud

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**Situation:** The company and your role

**Task:** The work issue or problem

**Actions:** Your behaviors, “I” statements

**Result:** The value you brought

## *Exercise:*

### *The hard work—putting pen to paper*

- 1. Identify one accomplishment*
- 2. Detail the story behind the accomplishment. Emphasize the Actions you took. Don't skip over the small stuff. Use bullet points, phrases, keywords. It's not prose, it's a chronological data dump.*
- 3. Don't dwell on the Situation or Task. Keep it simple and short. The context for the story is not as important as your Actions and the Result.*

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## *Capture specific details*

*How did you plan your work?*

*Who did you talk with?*

*What did you create, modify or improve?*

*What tools did you use?*

*How long did it take?*

*What challenges did you meet along the way?*

*What changed from your initial plan?*

*Take the mental picture of your actions from  
your mind and get them down on paper*



Calling meetings • Creating spreadsheets • Analyzing data  
• Scheduling activities • Prioritizing tasks • Hiring people •  
Researching answers • Coaching people • Writing  
instructions • Calling customers • Resolving conflicts •  
Documenting process • Cold calling • Working extra hours  
• Approving resources • Delivering presentations • Ordering  
supplies • Bending policy • Asking questions • Visiting  
locations • Reorganizing reporting structures • Cutting  
checks • Crafting prototypes • Running reports • Taking  
notes • Leading virtual meetings • Delivering feedback •  
Updating procedures • Learning new technologies •  
Training new employees • Experimenting with new ideas •  
Testing systems • Entering data • Troubleshooting  
performance • Closing sales • Writing code

## *Exercise:*

- 1. Write.*
- 2. Practice.*
- 3. Repeat.*

# Interviewing Workshop



# Interviewing Workshop

- Why Behavioral Interviews?
- How to anticipate what behavioral questions may be asked
- Craft your personal success stories
- Next steps



*Thank You*

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