

# Behavioural Interview Techniques



A behavioural interview is a structured interview that some organisations use to assess past performance and predict future behaviour. Behavioural interviews use open-ended questions to gauge past performance in key areas that are critical to success in the position concerned.

Organisations which employ behavioural interviewing have predetermined competencies they require for a particular position. These could include:

- Decision making and problem solving
- Critical thinking skills
- Team building
- Leadership
- Motivation
- Communication
- Interpersonal skills
- Planning and organisation
- The ability to influence others.

Your response should follow the PAR format, where **PAR = Problem, Action, Result**. In other words, respond to each question by explaining the **Problem** that arose, what **Action** you took to address the problem, and the **Result** of the actions you took.

## Preparation Tips

- Research the organisation and if possible the business unit or department.
- Review the Position Description to fully understand the role and requirements.
- Know why you want this position.
- Review and refine your resume.
- Identify transferrable skills, past accomplishments, work style and professional strengths.
- Identify six to eight examples from your past experience in which you demonstrated outstanding performance.