



4. BEHAVIOURAL INTERVIEW QUESTIONS

PAST BEHAVIOUR PREDICTS FUTURE PERFORMANCE.

Employers use behavioural questions to understand how you've handled situations in the past. Your experiences show them how you'll act in the future. Good examples make a strong impression. ❤️

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WHAT ARE BEHAVIOURAL QUESTIONS?

- ✔ Questions about how you've handled real situations in the past.
- ✔ They focus on your actions, decisions and outcomes.
- ✔ They start with words like:
"Tell me about a time when..."
"Give me an example of..."



They're not about what you would do, but what you have done.



WHY EMPLOYERS ASK THEM

- ✔ To see how you think and solve problems
- ✔ To understand your skills and experience
- ✔ To see how you handle challenges
- ✔ To assess your teamwork and communication
- ✔ To predict how you'll perform in the role



They want real examples, not just words.



THE STAR METHOD – YOUR BEST TOOL

Use STAR to structure your answers clearly and confidently.

- S Situation** Set the scene – give context.
- T Task** Explain what you needed to do.
- A Action** Describe the actions you took.
- R Result** Share the outcome and what you learned.



COMMON QUESTION THEMES

- ✔ **Achievement** – "Tell me about a time you achieved a goal."
- ✔ **Teamwork** – "Give an example of working in a team."
- ✔ **Problem Solving** – "Tell me about a time you solved a difficult problem."
- ✔ **Challenge** – "Tell me about a challenging situation and how you handled it."
- ✔ **Change** – "Give an example of how you dealt with change."
- ✔ **Failure** – "Tell me about a time something didn't go well."
- ✔ **Leadership** – "Tell me about a time you showed leadership."
- ✔ **Customer Service** – "Give an example of how you handled a difficult customer."



EXAMPLE ANSWER USING STAR

- S Situation:** In my previous role, we faced a drop in customer satisfaction.
- T Task:** I was asked to find out why and improve the situation.
- A Action:** I spoke to customers, identified key issues, and worked with my team to make changes to our process.
- R Result:** Customer satisfaction improved by 20% within three months and feedback was much more positive.



Clear structure. Real example. Great impact.



TOP TIPS FOR SUCCESS

- ✔ Prepare examples in advance
- ✔ Use STAR to keep your answer focused
- ✔ Be honest and authentic
- ✔ Keep it relevant to the role
- ✔ Practice out loud
- ✔ Keep your answer concise (1–2 minutes)
- ✔ Show what you learned



Practice builds confidence. Confidence makes an impact.



EXAMPLE BEHAVIOURAL QUESTIONS



"Tell me about a time you had to solve a problem."



"Give me an example of working under pressure."



"Tell me about a time you worked in a team."



"Describe a challenge you faced and how you handled it."



"Tell me about a goal you set and how you achieved it."



REMEMBER

Your experiences tell your story. Share them with confidence and show how you can add value. ❤️