



Types of Interview Questions

Type 1: Direct Questions

These are close-ended in nature, and therefore will often require simply a yes or no answer. Ex. "Have you worked with Excel?"

Type 2: Non-Direct Questions

Non-direct questions are broad and more open-ended. Ex. "What are your strengths and weaknesses?"

Type 3: Hypothetical or Situational Questions

These are used to test your analytical, critical thinking and problem solving skills. Ex. "How would you handle a difficult customer?"

Type 4: Behavior-Based Interviewing

These ask for specific examples from past experiences. Ex. "Tell me about a time when..."

To answer *behavior-based questions*, use the "STAR" technique:

Situation - Think of a situation in which you were involved that had a positive outcome.

Task - Describe the tasks involved in the situation.

Action - Specify what actions you took in the situation to complete the tasks and achieve your results.

Results - What specific result(s) followed due to your actions? How did others react?

Practice these behavioral-based questions below using STAR

Category: Time Management

- Tell me about a time when you had a large project with little time to complete it.

Situation: _____

Task: _____

Action: _____

Results: _____

Category: Conflict

- Give me an example of a time when you worked with someone you did not get along with. How did you handle it?

Situation: _____

Task: _____

Action: _____

Results: _____

Category: Leadership

- Tell me about a time when you led a team to completion of a project.

Situation: _____

Task: _____

Action: _____

Results: _____

Category: Problem Solving

- Describe for me a time when you had a large problem to solve. How did you solve it?

Situation: _____

Task: _____

Action: _____

Results: _____