

# Successfully Navigating Redundancy: A Practical, Step-by-Step Guide

## BONUS GUIDE – 50 EXAMPLE BEHAVIOURAL INTERVIEW QUESTIONS

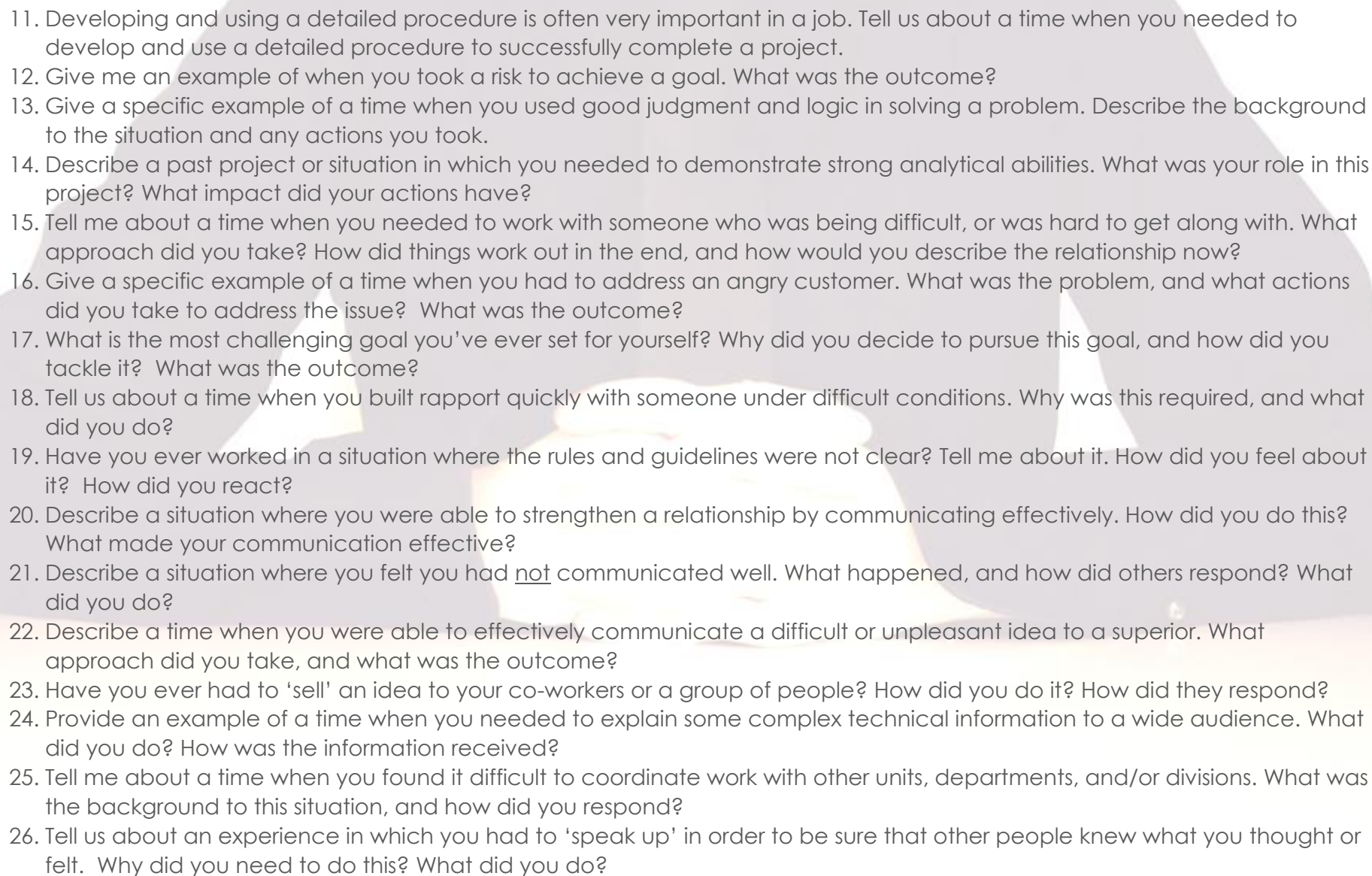
The following is a list of the kinds of behavioural interview questions regularly encountered at job interviews. These questions have been provided with the intention of helping you to:

- Become more familiar with the style and format of behavioural interview questions
- More effectively prepare for behavioural interviews by considering how you would respond to some of these questions.

Further information on how to effectively prepare and respond to behavioural interview questions can be found in the lesson “Behavioural Interviews – How to Prepare and Respond”, which is included in our online course entitled “[Successfully Navigating Redundancy: A Practical, Step-By-Step Guide](#)”.

### EXAMPLE QUESTIONS

1. Tell us about a situation in which you had to adjust to an unexpected change at work. What was the situation and how did you handle it? What was the outcome?
2. Describe a project or an idea that was implemented primarily because of your efforts. What was your role in this situation? What was the outcome?
3. Describe a time when you made a suggestion to improve existing processes or work methods within your organisation. What prompted you to do so, and what happened afterwards?
4. Tell us about a time when you needed to juggle a lot of competing demands simultaneously to complete a project on time. What did you do? How did things turn out?
5. What is the most competitive work situation you have experienced? How did you handle it? What was the result?
6. Tell us about a time when you had to go above and beyond the ‘call of duty’ in order to get a job done. Why was this required, and how did you handle this situation?
7. What is the riskiest decision you have made? What was the situation? What happened?
8. Using specific examples to illustrate, tell us how you keep your job knowledge current with the ongoing changes in the industry.
9. What kinds of challenges did you face on your last job? Give a specific example of how you handled one of these situations.
10. There are times when we work without close supervision or support to get the job done. Tell us about a time when you found yourself in such a situation and how things turned out.

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11. Developing and using a detailed procedure is often very important in a job. Tell us about a time when you needed to develop and use a detailed procedure to successfully complete a project.
  12. Give me an example of when you took a risk to achieve a goal. What was the outcome?
  13. Give a specific example of a time when you used good judgment and logic in solving a problem. Describe the background to the situation and any actions you took.
  14. Describe a past project or situation in which you needed to demonstrate strong analytical abilities. What was your role in this project? What impact did your actions have?
  15. Tell me about a time when you needed to work with someone who was being difficult, or was hard to get along with. What approach did you take? How did things work out in the end, and how would you describe the relationship now?
  16. Give a specific example of a time when you had to address an angry customer. What was the problem, and what actions did you take to address the issue? What was the outcome?
  17. What is the most challenging goal you've ever set for yourself? Why did you decide to pursue this goal, and how did you tackle it? What was the outcome?
  18. Tell us about a time when you built rapport quickly with someone under difficult conditions. Why was this required, and what did you do?
  19. Have you ever worked in a situation where the rules and guidelines were not clear? Tell me about it. How did you feel about it? How did you react?
  20. Describe a situation where you were able to strengthen a relationship by communicating effectively. How did you do this? What made your communication effective?
  21. Describe a situation where you felt you had not communicated well. What happened, and how did others respond? What did you do?
  22. Describe a time when you were able to effectively communicate a difficult or unpleasant idea to a superior. What approach did you take, and what was the outcome?
  23. Have you ever had to 'sell' an idea to your co-workers or a group of people? How did you do it? How did they respond?
  24. Provide an example of a time when you needed to explain some complex technical information to a wide audience. What did you do? How was the information received?
  25. Tell me about a time when you found it difficult to coordinate work with other units, departments, and/or divisions. What was the background to this situation, and how did you respond?
  26. Tell us about an experience in which you had to 'speak up' in order to be sure that other people knew what you thought or felt. Why did you need to do this? What did you do?

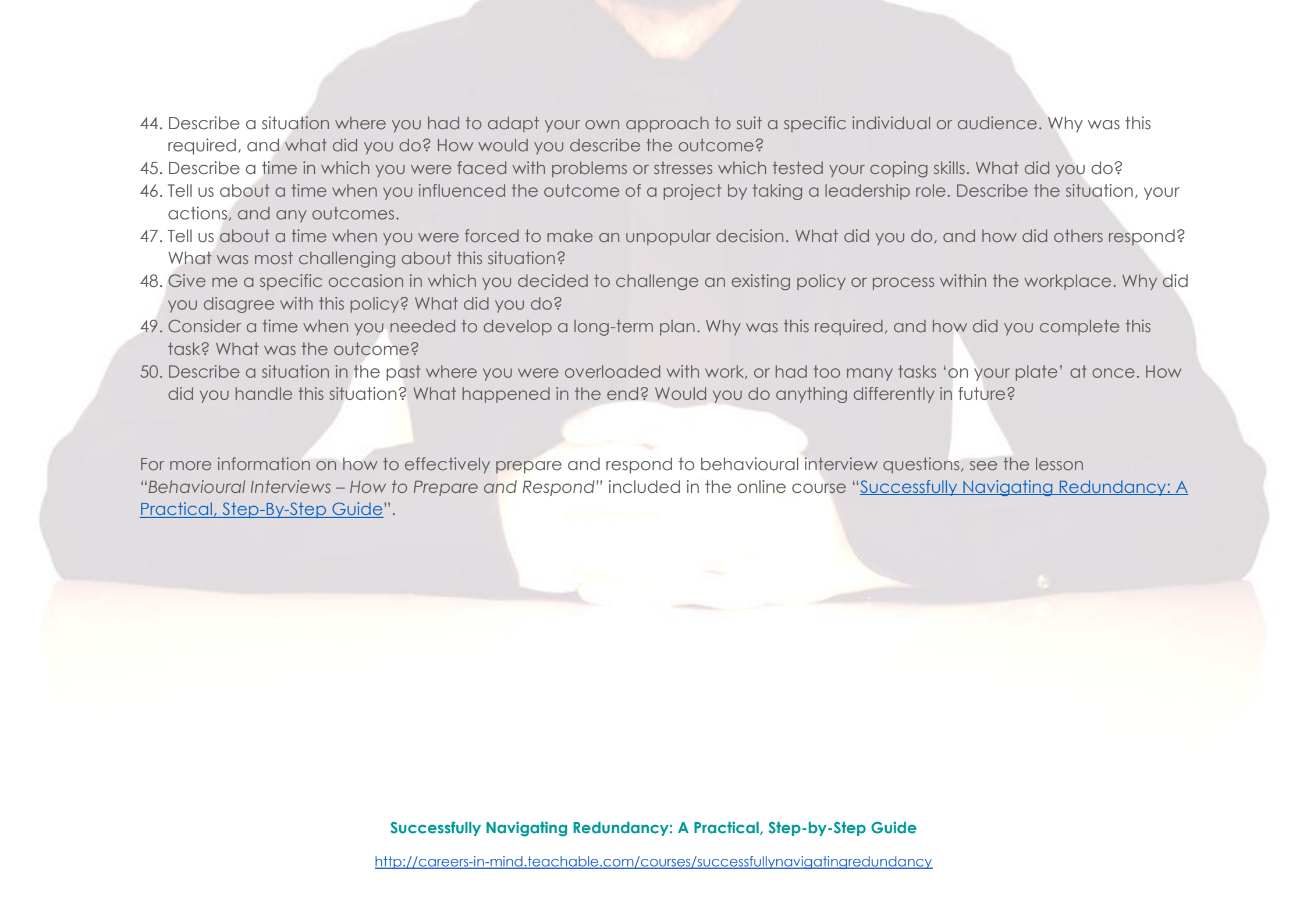
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27. Recall a time when you needed to handle conflict within the workplace. What led to this situation occurring, and what did you do? How did you feel at the time? Was there anything you could have done differently?
28. How do you go about establishing rapport and trust with key customers? Walk me through a specific example of a time when you did this.
29. Discuss an important decision you have made regarding a task or a project at work. What factors influenced your decision? What was the outcome?
30. Give an example of a time in which you had to be relatively quick in coming to a decision. How did you handle this scenario?
31. Everyone has made a bad decision at some point in their career. Tell me about a time when this happened to you. What was the situation, and what did you do?
32. Describe a situation in the past where you needed to delegate to others to get a task done. How did you do this?
33. Have you ever had a situation where you had a number of alternatives to choose from when making a decision? How did you go about choosing one?
34. When is the last time you had to introduce a new idea or procedure to people on this job? How did you do it?
35. Have you ever had a subordinate whose performance was consistently marginal? What was the situation and what did you do?
36. Tell us about a time when you had to tell a staff member that you were dissatisfied with his or her work. What was the situation and what did you do?
37. Sometimes we need to maintain a positive attitude at work despite being faced with challenges or setbacks. Give a specific example of when you were able to do that.
38. Tell us about a time when your supervisor criticised your work. How did you respond?
39. Think of a time when you became aware of a problem in your own work performance. What was the situation, and what did you do in response? What happened in the end?
40. Describe a situation in which you were able to positively influence the actions of others in a desired direction. Why was this required at the time? What did you do?
41. Describe a situation where you were able to use persuasion to successfully convince someone to see things your way.
42. Tell me about the most significant project you have independently managed or led. What was the project? How did you keep things on track? Did you encounter any obstacles along the way?
43. Have you ever been caught unaware by a problem or obstacles that you had not foreseen? What happened?

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44. Describe a situation where you had to adapt your own approach to suit a specific individual or audience. Why was this required, and what did you do? How would you describe the outcome?
  45. Describe a time in which you were faced with problems or stresses which tested your coping skills. What did you do?
  46. Tell us about a time when you influenced the outcome of a project by taking a leadership role. Describe the situation, your actions, and any outcomes.
  47. Tell us about a time when you were forced to make an unpopular decision. What did you do, and how did others respond? What was most challenging about this situation?
  48. Give me a specific occasion in which you decided to challenge an existing policy or process within the workplace. Why did you disagree with this policy? What did you do?
  49. Consider a time when you needed to develop a long-term plan. Why was this required, and how did you complete this task? What was the outcome?
  50. Describe a situation in the past where you were overloaded with work, or had too many tasks 'on your plate' at once. How did you handle this situation? What happened in the end? Would you do anything differently in future?

For more information on how to effectively prepare and respond to behavioural interview questions, see the lesson "*Behavioural Interviews – How to Prepare and Respond*" included in the online course "[Successfully Navigating Redundancy: A Practical, Step-By-Step Guide](#)".

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