



# BEHAVIORAL INTERVIEWS

## **Common Skills Addressed During A Behavioral Interview**

Think of real-life examples where you applied these skills to achieve success on the job, in the classroom, or in volunteer work. Share these examples with your interviewer so they know exactly how much of an asset you will be when you're hired. These strengths can help solve a company's problems and improve upon its overall productivity and success. If you haven't already done so, be sure to read our September 18, 2020 blog, "Behavioral Interviews – What Are They And How To Prepare For One" for great information to help you prepare for a behavioral interview. ([Behavioral Interviews – What Are They And How To Prepare For One.pdf](#))

1. Communications – problem sensitivity, active listening, teamwork, written communications, oral communications, inter-personal communications.

Having strong analytical skills means nothing if you cannot share your analysis with others. You need to be an effective communicator that can explain the patterns you see in the data.

2. Creativity – brainstorming, collaboration, optimization, predictive modeling, problem solving, restructuring, strategic planning, integration.

Often, analyzing requires a creative eye to spot trends in the data that others may not find. Creativity is also important when it comes to problem-solving. Employees with strong analytical skills will think outside of the box to come up with effective solutions to big problems.

3. Critical Thinking – process management, ongoing improvement, benchmarking, big data analytics, business intelligence, case analysis, causal relationships, comparative analysis, correlation, deductive reasoning, data interpretation, judgement, trouble shooting, attention to detail.

Critical thinking is necessary for having strong analytical skills. Critical thinking refers to evaluating information and then making a decision based on your findings. Critical thinking is what helps an employee make decisions that help solve problems for the company.

4. Data Analysis – business analysis, SWOT analysis, Cost Analysis, industry research, policy analysis, predictive analytics, prescriptive analytics, process analysis, qualitative and quantitative analysis.

No matter what your career field, being good at analysis means being able to examine a large volume of data and identify trends in that data. You have to go beyond just reading and understanding information to making sense of it by highlighting patterns for top decision-makers.

5. Research - Research – investigation, metrics, data collection, prioritization, data entry, accuracy.

You must learn more about a problem before solving it. You will have to first collect data or information before analyzing it. Therefore, an important analytical skill is being able to collect data and research a topic.

6. Conflict Management – conflict resolution, constructive criticism, counseling, mediating, problem solving.

Whether you are a manager or an employee, you will likely need to resolve conflicts at some point in your job. This might involve solving an issue between two staff members, between yourself and a colleague, or between a client and your company. You will need to be able to listen fairly to both sides and use creative problem-solving to arrive at a solution.

7. Teamwork – collaboration, group facilitating, team-building, teamwork.

Even if your job involves a lot of independent work, you still need to be able to collaborate with others. Teamwork involves a number of the skills already mentioned: you need to be able to listen to others, communicate your own goals, motivate your team, and resolve any conflicts that may arise.

8. Positive Attitude – behavioral skills, developing rapport, friendliness, humor, networking, social skills.

Employers want to hire employees who make the office a brighter place. They want people with a friendly, positive demeanor. This doesn't mean you have to be the most social person in the office, but you have to be willing to develop some sort of a positive rapport with your colleagues.

9. Stress – overwhelmed vs. motivated, shuts down vs. communicates, disruptive vs. calming.

These questions show how self-motivated the candidate is when the job gets tough, and/or when they do not feel in control. The interviewer is looking for information on how you will react in stressful moments, and how your reaction may affect your teammates and the company overall.

10. Adaptability - adjust to changing work environment, how you respond to unforeseen situations

Adaptability is one of the most important skills that employees should possess. People who are adaptable easier accept new ways of working and changing team environments. Also, when uncertain situations occur, they can come up with effective solutions to work towards their goals. Furthermore, people who are adaptable are more likely to stay calm under pressure and work their way through dynamic work environments.

11. Time Management – ability to prioritize, Limiting distractions, manage deadlines

Time management is an important aspect of any professional role, regardless of the industry in which you work. The ability to manage your time impacts your productivity and reflects how well you can manage your resources. Using your time wisely means determining what tasks need to be done first, how to avoid distractions, and how to get things done when new priorities pop up.

Some additional behavioral interview skills that may be addressed, depending on the job description, include”

- Accountability
- Conceptual Thinking
- Decision Making
- Gathering Information
- Improvisation
- Management
- Persuasion
- Sales
- Assertiveness
- Creative Thinking
- Diplomacy
- Honesty
- Interviewing
- Motivation
- Planning
- Self-Esteem
- Concentration
- Customer Service
- Flexibility
- Initiative
- Leadership
- Persistence
- Problem Solving
- Strategic Planning

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