



# QUICK GUIDE TO BEHAVIORAL INTERVIEWING

Hiring the right person for a job is really important, but it's not always easy. Nowadays, just looking at someone's resume and asking them basic questions isn't enough. That's why many companies are using a method called behavioral interviewing.

This approach is all about understanding how someone acted in past situations to guess how they'll do in the future.

In this guide, we're going to talk about what behavioral interviewing is, why it's useful, and how to do it right. Whether you've been interviewing people for years or are just starting, you'll find some helpful tips here.





# QUICK GUIDE TO BEHAVIORAL INTERVIEWING



## INTRODUCTION TO BEHAVIORAL INTERVIEWING

Behavioral interviewing is a way to find out what a person is like by looking at what they've done in the past. Instead of just asking what they would do in a situation, you ask them what they actually did in real situations before. This helps you get a better idea of how they might act in the job you're hiring for.





# QUICK GUIDE TO BEHAVIORAL INTERVIEWING



## THE STAR MODEL: UNPACKING CANDIDATE STORIES

The STAR model is a cornerstone of behavioral interviewing. It stands for **S**ituation, **T**ask, **A**ction, and **R**esult.

This model guides interviewers to dissect a candidate's response, focusing on the context (**Situation** and **Task**), the candidate's actions (**Action**), and the outcomes (**Result**). This approach enables interviewers to understand not just what a candidate did, but how they did it and what the results were, offering a comprehensive view of their problem-solving and decision-making skills.





# QUICK GUIDE TO BEHAVIORAL INTERVIEWING



## CRAFTING EFFECTIVE QUESTIONS: THE ART OF NEUTRALITY

The success of behavioral interviewing largely depends on the questions asked. It's crucial to frame these questions in a way that is open-ended and neutral, avoiding any bias or leading the candidate to a specific answer.

Questions should encourage candidates to draw from their real-life experiences, providing authentic insights into their abilities and behaviors.





# QUICK GUIDE TO BEHAVIORAL INTERVIEWING



## IDENTIFYING COMPETENCIES: BEYOND QUALIFICATIONS

Behavioral interviewing focuses on identifying key competencies that are essential for the role. These competencies could range from technical skills to soft skills like teamwork, leadership, and problem-solving.





# QUICK GUIDE TO BEHAVIORAL INTERVIEWING



## ADVANTAGES OF BEHAVIORAL INTERVIEWING

This approach offers numerous benefits, including a more accurate prediction of future performance, reduction in hiring biases, and a deeper understanding of a candidate's potential.

By focusing on actual past behaviors, interviewers can make more informed decisions, leading to better hiring outcomes.





# QUICK GUIDE TO BEHAVIORAL INTERVIEWING



## CONCLUSION

Behavioral interviewing is a powerful tool in the recruitment arsenal. By adopting this approach, organizations can enhance the effectiveness of their hiring process, leading to the selection of candidates who are not only qualified but also a great fit for the role and the company culture.

