

EY Center for Careers

Behavioral Interview Guide

Behavioral interview questions usually focus on 4 main themes - Leadership, Team Work, Customer (Client) Service and Organization / Time Management. While many students review, practice and memorize 100 or more behavioral interview examples, it is much more effective to be prepared for the category, and not the specific question.

Understand what each of these themes mean. Just supervising does not equate to good leadership skills. Working on a group project does not equate to team work. Working with customers does not demonstrate quality customer service. Having a lot of tasks and activities does not translate to effective organization and time management.

Identify two examples for each theme that exemplify (demonstrate) your Leadership, Team Work, Customer Service and Organization/Time Management skills. Give each example a Title and put the two Titles in the table below next to the corresponding category. Do not include extensive notes.

For Failure, think of an example when you failed or did not achieve your goals/objectives. What happened and why, what did you learn, and how did or will you handle the situation better the next time.

Q (Question)	A (Answer)
Leadership	Prepare 2 Examples (Use a Title for Each)
Team Work	Prepare 2 Examples (Use a Title for Each)
Customer (Client) Service	Prepare 2 Examples (Use a Title for Each)
Organization / Time Management	Prepare 2 Examples (Use a Title for Each)
Failure	Prepare 1 Example (Use a Title)

There may be other behavioral questions about Problem Solving, Initiative, Creativity, Handling Stress, etc. You will be able to use the examples above to respond to these questions. If you get a question about ethics, answer it honestly, and ask for clarification if you need more information.

To prepare for a behavioral interview question, you can use the P-A-R process:

P = Problem (or Issue or Goal/Objective or Expectation or Need) - what started the process (do not provide too much detail - just enough to introduce the example).

A = Action - what steps did you take to handle / resolve the situation - be detailed, and focus on what you specifically did, and not just what the team did.

R = Results - what did you accomplish. Did you resolve the situation, meet/exceed the goals and objectives, improve a process, and/or contribute to the success of the team, organization, employer.

On a separate page, write very brief notes for each example including P - A - R. Do not write full sentences.

To Best Prepare:

Do not practice 100 or more questions. Prepare and remember your examples, but do not memorize! Tell your story in a conversational manner. It's OK if you pause or forget something - you can add it when you remember it. Best to be yourself, to be genuine and to be natural. Do not over practice. Do not sound rehearsed. You will present as robotic, and an interviewer can tell when you have memorized a story.

**** Attend an EY Center for Careers Interview workshop to learn more and be prepared!**