

# Behavioral Interview Tips

Behavioral interview questions are the most common questions asked during an interview. Once you understand what they are and how to answer them, you'll realize fielding these questions is much easier than you might expect.

## Answering behavioral interview questions

Use the STAR Technique, this method will help you prepare clear and concise responses using real-life examples.

- **Situation:** Discuss a specific event with enough detail for your interviewer to understand the circumstances. The situation could be from any relevant event, such as class, volunteer experience or a previous job.
- **Task:** What was your objective at the time?
- **Action:** State what measures you took to address the situation. Make sure to detail your individual actions so your interviewer can understand your unique role.
- **Result:** What happened as an outcome of your actions? Describe your achievements in a way that highlights your strengths as a job candidate.

## Example behavioral interview questions and prompts:

- Tell me about a time you worked or had clinical, in a fast-paced setting. How do you prioritize tasks while maintaining excellent patient care?
- Describe an instance when you had to interact with a hostile patient. How did you handle the situation?
- Explain a time you provided effective patient or family education.
- What approach do you take in communicating with people who do not know medical terminology?
- Describe a time you went above and beyond your job requirements. What motivated you to put forth the extra effort?
- Give an example of a mistake you have made. How did you handle it?
- Tell me about a time when a patient, their family or customer was particularly appreciative of your care.
- Explain a time when you were particularly proud of your team, ideally a healthcare team. What was your role in this situation?
- Tell me about a time you stepped into a leadership role.
- Describe a time you had an uncooperative or unprofessional coworker.

## Interview tips:

- ✓ Smile — it relaxes you and makes you appear welcoming.
- ✓ Make eye contact with **all** individuals in the room or on the computer.
- ✓ Dress conservatively. If you are doubting your attire, change.
- ✓ Bring relevant documents to share with the interviewers, such as copies of your resume.
- ✓ Send a thank you note or email after the interview.



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