



# Behavior-Based Interviewing FAQ



**Q: What is Behavior-Based Interviewing (BBI)?**

A: Behavior-based interviewing is a technique used in which the job candidate has the opportunity to demonstrate their potential for succeeding in the new job by providing specific examples of how they handled similar situations based on their past experience.

The main difference between this type of interviewing and a regular interview is that rather than merely sharing your opinions or ideas about what you would do in a situation, as in a regular interview, in a behavior-based interview you must describe, in detail, how you handled a situation in the past.

**Q: Why does DLA use Behavior-Based Interviewing (BBI)?**

A: DLA has used the behavior-based interviewing approach since October, 2005, because it is a best practice that has proven to be far more reliable at predicting a candidate's future job performance than a traditional interview. Finding the best qualified candidates who fit both the job and the organization ensures that we continue to provide the worldwide logistics support our warfighters need.

**Q: How does the Interviewer prepare for a Behavior-Based Interview (BBI)?**

A: Interviewers are trained in behavior-based interviewing.

An interviewer will first determine what competencies are required for the position and then develop a series of questions that will allow him or her to find out if you, the job candidate, possess the necessary competencies to perform the job.

Some examples of BBI questions for three competencies are provided below:

- **Teamwork:**  
Tell me about a time when you worked with a team to solve a problem. What was the situation? How were you involved? What steps did you take? What was the outcome?
- **Decision Making:**  
What was the most difficult decision you have made in the last six months? What was the situation? What made it difficult? What did you decide? What was the result?
- **Communication:**  
Describe for me when you had great difficulty communicating your thoughts clearly to another person or group. What was the situation? Where did the difficulty in communicating effectively lie? What did you do to get your point across more clearly? What was the outcome?

**Q: How can I prepare for a Behavior-Based Interview (BBI)?**

A: Interviewers will ask questions targeted at the behaviors or qualifications you need to be successful in the job. The following steps will help you prepare to answer these questions.

1. Determine and list the competencies that the interviewer might be looking for by reviewing the duties and qualifications listed in the job announcement.
2. Compare the competencies to your past job history or personal experiences and list examples of how you have previously demonstrated those competencies.
3. Prepare a story with a beginning, middle, and end.
4. Outline some examples, or stories, to show how you demonstrated the competencies in the past.

- Think not only of examples with positive outcomes, but those with negative outcomes as well. Interviewers may ask you about situations that you could not resolve favorably and what you learned from those experiences.

- Using the below STAR format will help you provide the specifics the interviewer needs to fully assess your level of experience.

5. Practice telling your stories. For each example you identified, describe what problem occurred, who was involved, what you did to help resolve it, and what the outcome was.

**Q: What is the STAR Format?**

A:	<b>S – Situation</b>	Describe a specific situation that addresses the question.
	<b>T – Task</b>	Describe the tasks associated with the situation.
	<b>A – Action</b>	Describe the actions you took to address the situation.
	<b>R – Result</b>	Describe the outcome of your action.

**Q: Where can I find additional information about Behavior-Based Interviews (BBI)?**

A: There is an abundance of information on the Internet. Some search options include: behavior-based interviews, behavioral interviews, competency-based interviews.