



Prepare

- Listen to the question
- Think of an event
- Plan, organize in 5 to 8 seconds

One sentence summary



Situation

- Provide context and background
- "Our customers complained . . ."



Task

- Describe problem, and challenges
- "We faced supply chain shortages . . ."



Action

- Explain what you did and how
- "We solved . . ."
- "I calculated . . ."



Results

- State benefits, savings, rewards, recognitions, etc.
- "The impact of . . ."

Situation

Outline the situation. What was happening? What was the setting? Who was involved?

Task

Identify your task or assignment. What was the challenge? What was the problem needing to be solved?

Action

Describe what you did to accomplish the task. What did you do? How did you decide what to do? What skills did it require?

Result

Share the results. What was the outcome? Was the challenge met or problem resolved?

Behavioral Questions

Open-ended/Behavioral Questions call for description of your qualifications often through examples of how you have acted in the past in specific situations to reveal how you may act in similar situations in the future.

Describe a class that challenged you, in what ways, and how you handled it.

Tell me about a time you went beyond what was expected of you.

Tell me about a creative solution you developed for a problem at work or school.

What skills would you bring to the position?

Describe a time when you were facing multiple projects and deadlines and how you handled it.

Tell me about a project you worked on as part of a team and what your role was.

Tell me about a time you made a mistake at work or school. How did you resolve the problem, and what did you learn from your mistake?

Give me an example of a time you had a conflict with a classmate. How did you handle it?

Tell me about a team project you were a part of.

As a member of University Program Council, I collaborated with a team to select, coordinate, and promote events which appealed to the widest student audience possible.

One of my roles was researching speakers and acts to determine their fit for our student body.

I looked for online reviews and video of over 50 possibilities and identified their expenses. Analyzing the data, I made recommendations to the team. We discussed the options and determined which performers to bring to campus. Collaborating on design and strategy, we developed and executed unique promotions for each.

Our programming was very successful. Four of the six events exceeded attendance projections by 20%.

Situation

Task

Action

Result

Practice

Situation

Task

Action

Result