

Behavioural Interviewing

Behavioural interviewing asks applicants to describe how they have responded to situations in the past, or how they might respond to a hypothetical situation. This gives you an idea of how they might behave in similar situations in the future.

Behavioural interviewing can draw out information about a person's abilities in many areas such as problem solving, initiative and motivation, interpersonal skills, managing conflict, planning and organisation. For example:

Problem solving: Can you describe a difficult situation you've had to sort out at school or work and how you handled it?

Initiative and motivation: Can you tell us about a new idea or suggestion you've made to a teacher, trainer or supervisor? What was the result?

Interpersonal skills: Can you describe a situation when you were able to have a positive influence on the action of others?

Managing conflict: Can you think of a time when you had to do a project or task with someone who disagreed with your ideas? How did you handle the situation?

Planning and organisation: When you have a lot of work to do, how do you make sure you get it all done? Can you think of any situations like this from your past studies or work?

Ability to learn from past mistakes: for any questions about past situations, you could add an additional question: How would you handle this differently in the future?

Behavioural interviewing techniques can be adapted to make questions more relevant to traditional trade apprenticeship roles, for example, by trying to find out whether an applicant is mechanically-minded, methodical or able to pay close attention to detail.