



BEHAVIORAL INTERVIEWING GUIDE

**Nunavut Planning
Commission**



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What is Behavioral Interviewing?

For some positions, the Nunavut Planning Commission (NPC) may use the Behavioral Interviewing technique in combination with other skill test(s) to assess candidates' qualifications.

The Behavioral Interviewing is a technique that brings the candidate to describe past performance and behavior to determine whether they are suitable for a specific position.

This guide is available to you and can be a good aid in preparation of a future job interview with us.

During a job interview with the NPC, you are expected to demonstrate your knowledge, competencies, skills, and abilities by giving examples from your past work experiences. The selecting committee members want to evaluate your future behavior in the position you applied for based on your behavior in similar past situation. This job interviewing style helps the NPC to evaluate a candidate's experiences and behaviors in order to determine their potential for success in our organization.

STAR method

One of the efficient way to respond to behavioral interview questions is to use the STAR method. During the Behavioral Interview, you will be asked to answer very specific questions. For instance, the selecting committee members can ask you a question such as:

"Describe a situation in which your first attempt to sell an idea failed. How did you react to this? What other approaches did you try?"

With this question, the committee will assess your ability to cooperate and negotiate with different types of individuals. In order to help you give an explicit answer, use the STAR method.



The STAR method helps you give an answer that briefly describe a real Situation you have experienced in the past and the Tasks that you needed to accomplish, the Actions you took to have an effect on this situation, and the positive Results or outcomes.

The below will guide you develop structured and concise answers:

Situation: Describe a situation that you were in, it needs to be specific to an event or a situation of your past. Try to answer to when, where, and with whom in the description of the situation. Provide enough information to help the selecting committee members to understand.

Task: Describe the tasks that you needed to accomplish and state the goal you were working towards. Explain what you did and what you had to undertake.

Action: Describe all the actions you took in this situation, and focus on your contribution. Detail how you accomplished the tasks, how you completed them.

Result: Describe the outcome of your actions and what you have learn from them. Tell what happened, and state the impact of your contribution. Provide all the positive results.

How to Prepare for a Behavioral Interview?

During the interview, the NPC selecting committee members will ask you a set of prepared questions displaying the skills, competencies and abilities that constitute the Job Description of the position you applied for. The committee uses the Behavioral Interview to avoid subjective impressions, and in order to objectively evaluate how you put to use these aptitudes in the past.

We suggest to consult the following for a good preparation.

Before the interview

- Review the Job Advertisement and the Job Description which are available on our website¹. Other relevant information for the position you applied for can also be found on our website.

The job duties, the goals and objectives, as well as the skills and competencies will help you to determine if you have what it takes to be successful in the job.

- Review your resume over again to refresh your memory on your past achievements. More pertinent elements can be included on your cover letter, review it as well. This exercise will help you to put in mind past situations.
- Compare your experience with each of the prerequisites and competencies identifies in the Job Advertisement and determine when, where and how you have applied them in the past.
- Come up with different examples of where you had to use those position requirements. Choose recent situations, and go back further in time only if necessary. You can also prepare examples where you have dealt with difficult or challenging situation. Be specific in your examples.
- Practice how you will answer the questions. Do it out loud. Practice with a friend, and reinforce your answers with the feedback you receive.

Don't forget to use the STAR method detailed in the chart on page 4 when you prepare your examples.

During the interview

- Listen carefully to each question, and ask for clarification if you do not understand a question. Some of them may contain more than one question. Don't be shy to ask the interviewer to repeat them.

¹ <https://www.nunavut.ca/about-commission/employment-opportunities>

- Take the time to collect your thoughts, and organize your answer before replying. If you wish, you can write them down.
- Give specific answer, and provide the maximum of details using the STAR method. Narrate a situation from your past experience which exposes similar event. Make sure your response demonstrates clear evidence of your strengths, skills and capabilities.
- There is no right or wrong answer. Remember that the selecting committee members want to check your ability to deal with different situations. While answering questions, be honest and focus on your positive attributes.
- You may be young in your career and don't have work related situation to answer a question. If it's the case, your answer can refer to a school project or a volunteer work. However, the situation should be relevant to the position for which you are being interviewed.

After the interview

If you are successful in the interview, our Human Resources Service will verify three of your references. Please, be prepared to provide the names of former supervisors or individuals who have observed your behavior in the workplace in the particular situations you have described during the interview, and who can confirm your work performance.

These people must accept to be your references. It is your responsibility to contact them in advance and get their approval to provide us with their names and contact information.

Summary



To summarize, the key success in the Behavioral Interview is to be prepared. We encourage you to take the time to work out your answers using the STAR method.

Be sure not to memorize your responses, but practice and be prepared.



NPC Practice Sheet

Questions:	
Situation	
Task	
Action	
Result	