



**Career Development  
Center**  
New York Early Childhood  
Professional Development Institute

646-664-8283  
careeradvisor@earlychildhoodny.org  
earlychildhood.org/cdsc  
230 West 41st Street  
New York, NY 10036

## **Behavior and Competency Based Interview Questions**

### **Adaptability**

- Describe a significant change that occurred in the position you held. How did you adapt, and what was the outcome?
- How do you handle situations when priorities shift unexpectedly? Please provide an example of a time when this occurred and how you responded.

### **Ambition**

- Describe an important goal you set for yourself in the past. What steps did you take to achieve it, and what was the outcome?
- Tell us about a project, initiative, or idea that was implemented largely because of your efforts. What was your role, and what results were achieved?
- Describe a time when you went above and beyond your normal responsibilities to accomplish a task or meet an objective. What motivated you, and what was the outcome?
- How do you stay current with changes, trends, and best practices in your field? Please provide specific examples.
- Tell us about a time when you had to work independently with minimal supervision or support. How did you approach the situation, and what was the result?
- Describe the most significant risk you have taken in a professional setting. What factors did you consider, what decision did you make, and what was the outcome?

### **Analytical Thinking**

- Describe a project or situation that best shows your analytical skills. What was your role, and how did your analysis contribute to the outcome?
- Tell us about a time when you had to develop and follow a detailed process or procedure to successfully complete a project. What steps did you take, and what was the result?

*These resources provided by the New York Early Childhood Professional Development Institute and the Career Development Center do not constitute legal advice.*



- Describe a time when you took a calculated risk to achieve a goal. What factors did you consider, and what was the outcome?
- Tell us about a time when you had to analyze information and make a recommendation or decision. What was your thought process, what factors did you consider, and what was the result?

### **Building Relationships**

- Tell us about a time when you had to build rapport quickly with someone under challenging circumstances. What approach did you take, and what was the outcome?
- What do you believe are the key factors in developing and maintaining successful professional relationships? Please provide examples of how you have applied these principles in your work.
- Describe a time when you had to address a concern from an upset customer, client, or stakeholder. What was the issue, how did you handle the situation, and what was the outcome? How would you assess your role in resolving the matter?

### **Business Systems Thinking**

- How does your role contribute to your organization's or department's mission and goals? Please describe the unit's objectives and how your work supports them.
- Describe a time when you had to navigate a complex workplace situation involving multiple stakeholders, competing interests, or organizational dynamics. How did you approach the situation, and what was the outcome?

### **Integrity**

- Describe a time when you were entrusted with confidential or sensitive information. How did you ensure that the information remained secure and was handled appropriately?
- Tell us about a time when your integrity or ethical judgment was tested in the workplace. How did you handle the situation, and what was the outcome?

### **Caution**

- Describe a time when you had to work in a situation where policies, procedures, or expectations were unclear. How did you navigate the uncertainty, and what was the outcome?
- Would you describe yourself as more focused on the big picture or on details? Please provide an example that demonstrates your approach and how it contributed to a successful outcome.
- Tell us about a time when paying close attention to detail was critical to completing a task or project successfully. What steps did you take to ensure accuracy, and what was the result?

### **Communication**

- Describe a time when effective communication helped you strengthen a professional relationship. What approach did you take, and what made your communication successful?
- Tell us about a time when you realized your communication was not as effective as it could have been. How did you address the situation, and what did you learn from the experience?
- How do you keep your supervisor or manager informed about your work, progress, and any challenges that arise? Please provide an example.
- Describe a time when you had to explain complex information to an individual or group. How did you ensure your message was understood?
- Tell us about a time when you needed to express an opinion, concern, or perspective that others may not have shared. How did you communicate your viewpoint, and what was the outcome?
- Describe a situation in which your written communication skills were critical to conveying an important message or achieving a desired outcome.
- What steps have you taken to strengthen your verbal communication skills? How have these efforts improved your effectiveness in the workplace?

- What types of written communications have you prepared in your professional experience? How do you ensure your written materials are clear, accurate, and appropriate for the intended audience?
- Tell us about a time when you tailored your communication style to meet the needs of a specific audience. What adjustments did you make, and how effective were they?

### **Conflict Resolution**

- Describe a time when you took responsibility for your role in a conflict or misunderstanding. How did you initiate a conversation with the individual(s) involved, and what steps did you take to resolve the situation?

### **Customer Orientation**

- Describe your approach to building rapport and establishing trust with customers, clients, or stakeholders. Please provide an example of a time when you successfully gained a customer's confidence.
- Tell us about a time when you took steps to strengthen relationships with your customers, clients, or stakeholders. What actions did you take, and what was the outcome?
- Describe a situation in which you had to resolve a customer, client, or stakeholder concern. How did you approach the issue, and what was the result?
- Tell us about a time when you worked with a difficult customer, client, or stakeholder. How did you assess the situation and determine the most effective approach to address their needs? What was the outcome?

### **Decision Making**

- Describe an important decision you made related to a task, project, or workplace issue. What factors did you consider, and what was the outcome?
- Tell us about a decision you made that did not produce the desired result. What happened, what did you learn from the experience, and how did it influence your future decision-making?
- Describe a situation in which you had to make a decision quickly. What information did you rely on, and what was the outcome?



**Career Development  
Center**  
New York Early Childhood  
Professional Development Institute

646-664-8283  
careeradvisor@earlychildhoodny.org  
earlychildhood.org/cdsc  
230 West 41st Street  
New York, NY 10036

- Tell us about a time when you had to gather and analyze information before making a decision. What process did you use, and how did it impact the final outcome?
- How do you determine when to involve your supervisor, colleagues, or other stakeholders in the decision-making process? Please provide an example.
- What has been the most challenging decision you have made in the past six months? What factors made the decision difficult, and how did you ultimately arrive at your choice?

### **Delegation**

- Describe your approach to delegating tasks and responsibilities. How do you ensure that work is assigned effectively and completed successfully?
- Tell us about a time when you had to decide whether to complete a task yourself or delegate it to someone else. What factors did you consider in making that decision?
- Describe a time when delegating work did not go as planned. What happened, and what did you learn from the experience?
- Tell us about a successful delegation experience. How did you assign the work, support the individual, and ensure a positive outcome?

### **Values Diversity**

- Describe a specific time when you contributed to creating an inclusive environment where diverse perspectives, backgrounds, or experiences were valued and respected. What actions did you take, and what was the outcome?
- What steps have you taken to increase your understanding of diversity, equity, inclusion, and belonging? How have you applied that knowledge in your work or interactions with others?

### **Time Management Schedule**

- Describe a time when you had to manage multiple responsibilities, projects, or deadlines simultaneously. How did you organize your work, and what was the outcome?

*These resources provided by the New York Early Childhood Professional Development Institute and the Career Development Center do not constitute legal advice.*

- How do you prioritize competing tasks and responsibilities when managing your schedule? Please provide an example of a time when you had to balance multiple priorities successfully.

### **Teamwork**

- Tell us about a team experience that you found particularly rewarding. What was your role, and what factors contributed to the team's success?
- Describe a team experience that did not meet expectations. What challenges did the team face, and what would you do differently to improve the outcome?
- How would you describe your leadership style? Please provide an example of a time when you successfully led a team or group to achieve a goal.
- Tell us about a time when you worked collaboratively with others to achieve an important objective. What was your role, how did you contribute to the team's efforts, and what was the outcome?

### **Stress Management**

- Describe a time when you were faced with significant time constraints or competing deadlines. How did you manage the pressure, and what was the outcome?
- Tell us about one of the most challenging or stressful situations you have encountered in the workplace. How did you respond, and what strategies did you use to manage the situation effectively?

### **Initiative and Innovation**

- What types of projects, responsibilities, or opportunities motivate you to take initiative? Please provide an example of a time when you were particularly engaged and proactive.
- Describe a time when you anticipated a potential problem or challenge before it occurred. What actions did you take, and how did your efforts influence the outcome?



**Career Development  
Center**  
New York Early Childhood  
Professional Development Institute

646-664-8283  
careeradvisor@earlychildhoodny.org  
earlychildhood.org/cdsc  
230 West 41st Street  
New York, NY 10036

- Tell us about a project, task, or initiative that you started independently. What prompted you to take action, and what was the result?
- Describe a time when you identified a need and took action without being asked or directed to do so. What steps did you take, and what was the outcome?
- Tell us about a time when you developed or implemented a new approach to improve a process, solve a problem, or achieve a goal. What prompted the change, and what was the result?