

Where ideas work

What to Expect at a Behavioural Event Interview

Anita walks into the reception and is greeted by receptionist.

ANITA

Hi, I'm Anita Smith. I'm here for an interview with Jill Walker.

RECEPTIONIST

Hello Anita we were expecting you. Please follow me and I will take you to the boardroom.

Receptionist leads Anita down hallway. Anita walks into interview room with Jill and Rob sitting at a table chatting. Jill and Rob stand. Jill shakes hands with Anita.

JILL

Hi Anita, thank you very much for coming in today.

ANITA

Hi Jill, it's nice to meet you. Thanks for taking the time to meet with me.

JILL

My pleasure. Let me also introduce Rob Peterson, who is the finance and administration manager in this branch. He will be helping me conduct this interview.

ROB

Hello Anita, it's a pleasure to meet you.

Anita and Rob shake hands. Jill signals Anita to take a seat.

JILL

Please have a seat. I hope you didn't have any trouble finding the place?

ANITA

No, not at all.

JILL

Good...so let's get started.

JILL

Let me first take a moment to cover what you can expect. The purpose of this interview today is to determine whether there is a match between your interests and qualifications and the position of customer service representative.

Jill reflecting on her notes for the interview

We'd like you to share with us some specific examples or situations that relate to the competencies we will be focusing on today. Try and think of an example that is work related if possible and occurred within the recent past. I ask you that because it is much easier to recall more recent events than ones that occurred in the past. All information you will be sharing with us today will remain confidential so please feel free to be as open and honest as you like. If at any time you do not understand a question, just let me know.

Please don't be surprised if we interrupt you as you go through your example. We want to make sure that we get as much detail as we need and stay focused on the competency at hand. You'll find that this helps you stay on track, as well as allow us to follow your example as you explain it. We will also be taking notes during the interview so that we'll be able to remember all the information that you share with us.

At the end of the interview, we'll be happy to answer any questions you may have about the position, or provide you with any additional information.

Do you have any questions before we get started?

Screen blurs with a text screen appearing.

NARRATOR [voiceover]

Let's review the key points covered in that segment.

The BEI Process:

- 1) Introduce yourself. [Narrator: This is your chance to make a great first impression]
- 2) Give work-related examples from the recent past. [Narrator: Try and provide work related example from the recent past to help you recall the events]
- 3) All information is kept confidential
- 4) Ask any questions for clarification if needed. [Narrator: and remember to ask any questions for clarification if needed]