

BEHAVIOURAL INTERVIEW

The best predictor of future behaviour is past behaviour. That is the foundation of the behavioural interview.

In contrast to traditional interview questions – “What would you do if...” – recruiters want to know what candidates have actually done. Using the Critical Incident Technique, interviewers first ask line managers and team members about success-critical situations: conflicts, leadership challenges, customer complaints. During the interview, candidates are then asked to describe comparable situations from their own past. Studies show that this structured interview format is particularly effective – because it provides evidence of real behaviour rather than hypothetical responses.

For candidates, the behavioural interview is demanding – and requires targeted preparation. Those who want to demonstrate leadership capability should be able to describe a concrete situation from their professional life in which they have proven it. The STAR method – Situation, Task, Action, Result – helps to structure such examples clearly and coherently.

Those who succeed in doing so enable the other party to visualise their behaviour. And that is precisely the goal.

Articles on behavioural interviews (all articles)

- The three most important success factors in a job interview are...
- How storytelling works in a job interview