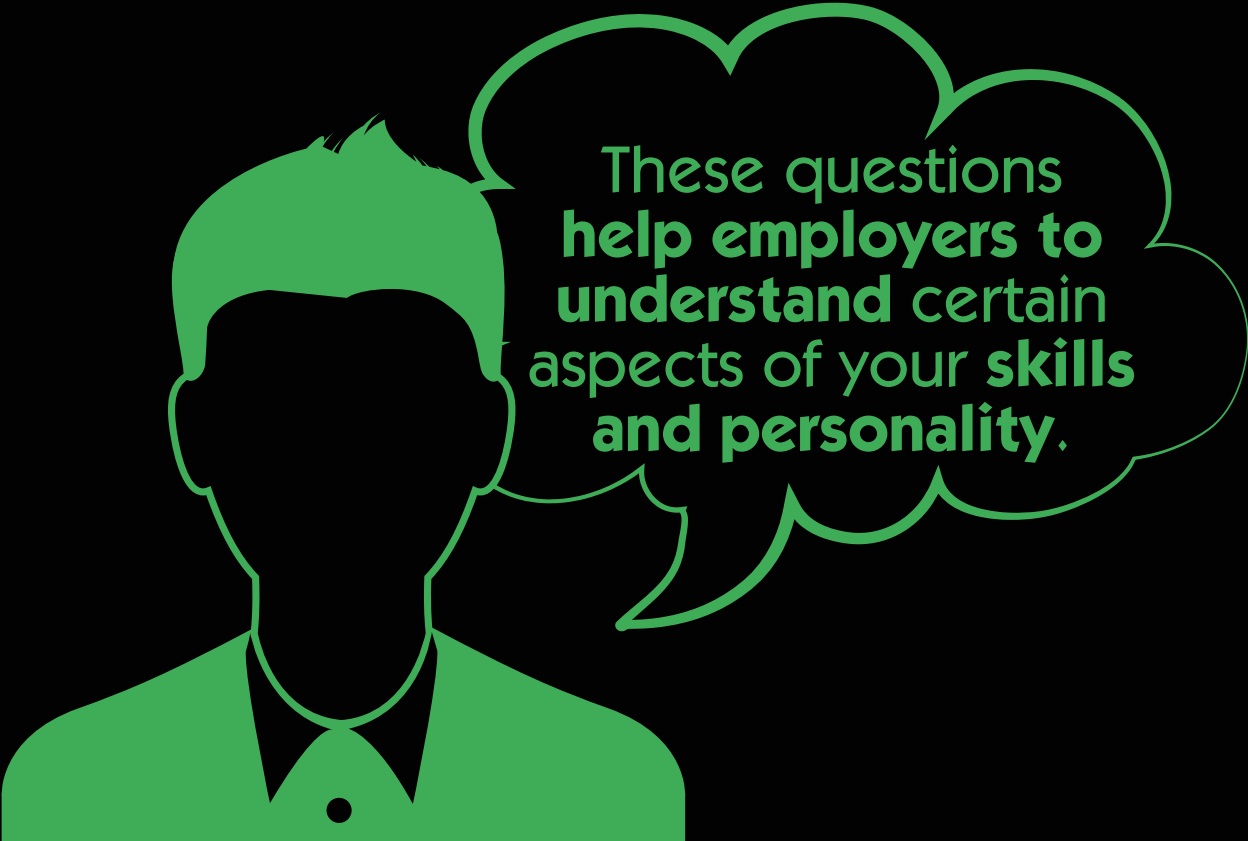


# A Blusource Guide to Dealing with situational based questioning



These questions  
**help employers to  
understand** certain  
aspects of your **skills  
and personality.**

## What are situational based questions?

Situational based questions help employers to understand certain aspects of your skills and personality which are difficult to assess through traditional interview questions. Key amongst these are whether you will fit into their company culture, how well you manage change and how you respond to problems. To help them gain this insight, interviewers will often ask questions that require you to describe specific situations and examples from past experience. These are known as situational based questions.

## What sort of questions might I be asked?

Popular situational based interview questions include:

1. Describe the ideal working environment to do your best work.
2. Share with me an idea or improvement you implemented that made a difference.
3. Describe the toughest challenge you ever faced and how you worked through it.
4. Tell me about a time when you had to stick by a decision you made even though it made you unpopular.
5. Discuss a situation during the past year in which you had to deal with an upset customer or co-worker.
6. Describe the most difficult boss you worked for and how you dealt with them.
7. What would you do if the priorities on a major project you were working on were suddenly changed.
8. Tell me about a time when your work was criticised.
9. Tell me about a time you went above and beyond the call of duty to get something done or resolve a problem.
10. Give me an example of an important goal you set and describe your progress in reaching that goal.


Answering these types of questions gives you an opportunity to show you have excellent communication skills and are prepared to solve problems and make decisions. Potential employers are curious to see if job candidates can think analytically and assess and address complex problems, even ones they haven't dealt with previously.

## What sort of answer are they looking for?

To answer these types of questions it is best to use examples from previous work, volunteer experience or education that will demonstrate your ability to do the job.

An effective answer to situational interview questions should explain the following:

- What objectives were you set or problem did you have to solve?
- What specific steps did you take to achieve your goal?
- What was eventually accomplished?
- What did you learn from the experience?



Use previous examples that will demonstrate your ability to do the job.

## How can I prepare for situational questions before my interview?

Here are some key points to preparing for situational based interview questions:

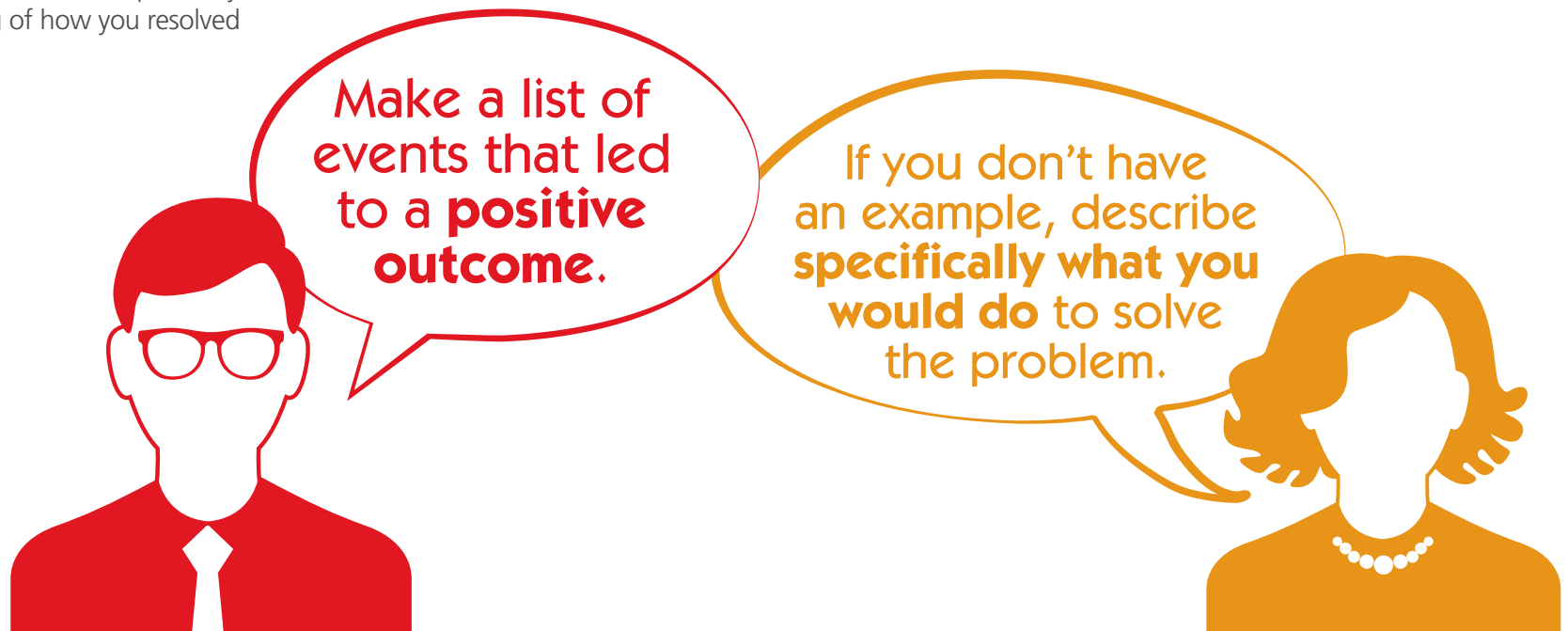
- Be prepared and have a definite understanding of the role and the position that you are applying for. By understanding the position, you can already second guess the situational questions that an interviewer might ask.
- During your research, make a list of events that happened in your current role or in your past that led to a positive outcome. If you're a recent graduate or entry level, draw on other areas such as volunteer work or memberships you belong to.
- Develop a few short stories about specific examples where you solved a problem and how you solved that problem. Most importantly have a clear understanding of how you resolved the issues.

## What if I don't have any experience of the situation in question?

Don't worry if you don't have an example from your past when you have experienced a particular situation. It is not always necessary to provide specific examples if you can't provide past examples and it won't harm your chances of getting the job. Your fall-back is to describe specifically what you would do to solve the problem. This has the added benefit of showing your flexibility and capacity to think on your feet. Above all, never make up a story to fit the question – you will look very foolish if you get found out!

## Finally....

We hope that our advice helps you during the interview process. And of course, if there is anything you wish to discuss in more detail, the Blusource consultants, are here to help!



# Contact Details



## legal

**w:** [www.blusource.co.uk/  
legal](http://www.blusource.co.uk/legal)  
**e:** [legal@blusource.co.uk](mailto:legal@blusource.co.uk)  
**t:** 0844 533 5330

## accountancy

**w:** [www.blusource.co.uk/  
accountancy](http://www.blusource.co.uk/accountancy)  
**e:** [accountancy@blusource.co.uk](mailto:accountancy@blusource.co.uk)  
**t:** 0844 533 5330

## banking

**w:** [www.blusource.co.uk/  
banking](http://www.blusource.co.uk/banking)  
**e:** [banking@blusource.co.uk](mailto:banking@blusource.co.uk)  
**t:** 0844 533 5330

## industry & commerce

**w:** [www.blusource.co.uk/  
industry-commerce](http://www.blusource.co.uk/industry-commerce)  
**e:** [finance@blusource.co.uk](mailto:finance@blusource.co.uk)  
[HR@blusource.co.uk](mailto:HR@blusource.co.uk)  
[executive@blusource.co.uk](mailto:executive@blusource.co.uk)  
**t:** 0844 533 5330

