

Interviewing: The Difficult questions

Interviewing can feel like a stressful situation, but it's actually just a conversation between you and the employers to see if you're a good fit. Both you and the interviewer get a chance to ask questions, but some can be harder to answer than others.

Behavioral Interview Questions

Many employers use these types of questions which consist of asking you to describe your skills and experience by telling brief stories about task, responsibilities, successes or failures.

Examples of Behavioral interview questions include:

- Give me an example of a time when you had to juggle multiple tasks.
- Tell me about a situation in which you solved a problem as a member of a group or team.
- Tell me about a time you had to deal with a difficult person. What was the result?

How do I answer these questions?

There's actually a formula that works every time for answering these questions known as **S.A.R.!** Using this method will allow you to organize your answers so that you sound prepared, intelligent, and qualified for the job. Here's an example: *"Give me an example of a conflict you encountered at work and how you handled it?"*

S: Situation	A: Action	R: Result
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Situation: When I was working as a part-time cashier at Stop & Shop I encountered a customer that was upset about an item that rang up as a different price than what was listed on the shelf. She expressed she was frustrated because it occurs frequently on her shopping trips with our store, and that she would never shop with us again after this.

Action: I worked with my supervisor, and we were able to fix the price on the mis-marked item, and I suggested that we offer her assistance with carrying her bags to her car on that trip and every time after that for the next month.

Result: She appreciated the extra assistance, and every time after that she would always wait in my line to have her grocery's rung out any time I was working. I was also named Employee of the Month due to my insightful customer service.

Difficult Questions

Some questions are harder to answer than others especially if you have had negative work experiences or things on your resume that can seem like a red flag to an employer. It's up to you to put a positive spin on these situations! Example: *"I see you haven't worked in 2 years, why is that?"*

"While I was a full-time student, I chose to spend more time on increasing my academic standing and taking on more volunteer opportunities to give back to the community. As you can see on my resume I have a 3.7 GPA and I have lead student activities for multiple volunteer initiatives on campus which really transitions well into the experience a person would need to exceed in a management training program like yours."

Have you ever been fired for some reason?

"Yes I was fired; I just wasn't a good fit for the organization. My supervisor and I decided it was best for me to leave. This was difficult, but it showed me the importance of finding a good match for my next position which is why I know I'm a good fit for the team oriented culture here at XYZ company."

These examples show answers that reflect well on you and display your maturity for moving forward from any mistakes or setbacks you may have faced in the past.