

Behavioral Interviews – Communication

STEP 1: WHAT IS YOUR BELIEF?

Reflective Questions:

- Describe the ways in which you build commitment with stakeholders/colleagues. Does your approach change according to the stakeholder(s) involved? If so, how?
- What approaches do you use for eliciting, generating, and evaluating ideas with colleagues?
- What communication styles do you find challenging?
- How do you communicate and (re)negotiate requests?
- How do you recognize when a conversation is going off track? How do you get the conversation back on track?
- How do you recognize politics?

How the Question may show up:

- Tell me about a time you influenced others on a decision where you had no hierarchical power?
- How do you build support for your ideas? Or tell me about your best presentation - what made it effective?
- What's your communication style? How has it hurt and helped you?
- Have you ever worked cross-functionally? How did you work effectively with others?
- Who do you struggle to communicate with effectively?

Why are they asking this question?

Communication is a core skill in business. No matter how new or old the industry is, communication has always been key - the adage that business is built on relationships still holds true in our high-tech world. They want to know if you are aware of your own style and have given the topic serious thought and consideration.

STEP 2: WHAT IS YOUR ILLUSTRATING STORY? (YOUR BELIEFS IN ACTION)

The Key Points/Story Beats they are looking for:

- Do you acknowledge your own style/process?
- Do you adjust your style/process for others?
- How did you hear and listen well? What was that evidence?
- Did you acknowledge the other's viewpoint (does not mean you agreed with them, just understand their validity - empathy)?
- Call out the emotional component of the conversation.

Traps in answering this Question

- Talking about it too abstractly. You must speak to specific examples that demonstrate your highest quality approaches. Avoid explaining your "philosophy".

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- Describing colleagues as objects to be “acted upon” or influenced rather than as people seeking to be understood.
- Going negative: describing the various communication approaches that you do not like, rather than how you flex to the situation or individual.
- Answers that read more about submission