Preparing for an Interview

Mayo Clinic's Behavioral Interview

*Heal the sick, advance the science, share the knowledge.*

Behavior-Based Interviews at Mayo Clinic

A behavior-based interview is a structured interview that is commonly used at Mayo Clinic. Candidates are asked to describe specific situations that they have experienced relative to the skill in question (e.g. teamwork). All candidates are asked the same set of questions. It is hoped that the structured questions will promote discussion and conversation on a variety of topics.

Preparation and Practice

Answers to behavior-based questions should use past experiences and behaviors to demonstrate how you respond to given circumstances. To prepare for the interview, practice answering behavior-based questions using the SHARE Model®. Think of specific times when you demonstrated each skill or ability. It's okay to take your time to think of a good example rather than giving the first response that comes to mind; short silences are expected.
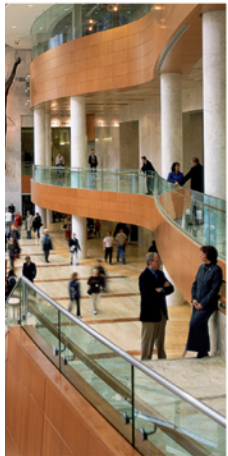
Answering Behavior-Based Questions Using the SHARE Model®

When answering behavior-based questions, it is important to give specific, rather than general, answers. Use the SHARE Model® to frame your responses.

- **S**   Describe a specific **S**ituation
- **H**   Identify **H**indrances or challenges
- **A**   Explain the **A**ction that you took
- **R**   Discuss the **R**esults or outcome
- **E**   **E**valuate or summarize what you learned

Topics for Behavior-Based Questions

Topics typically discussed during an interview include:

- Communication/interpersonal skills
- High quality service
- Teamwork
- Innovation
- Problem-solving
- Conflict Management

Examples of Behavior-based Interview Questions

- Describe a time when you had to communicate with a patient or family under difficult circumstances.

- Describe a time that you delivered service to a patient in a way that clearly highlighted your care and concern for the patient.

- Describe a situation where you had a conflict with a supervising physician or peer. How did you handle that conflict?