

Strive to Thrive

Career Tips For Ted Rogers School Students

These reports leverage the expertise of BCH Staff to share best practices with students and alumni.

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What is a Behavioural Interview?

This is the most common type of interview. In this type of interview, you are expected to talk about your past experiences in a way that highlights the skills that employers are looking for as outlined in the job posting.



Tips on Acing a Behavioural Interview



Every behavioural question will be focused on a specific skill that the employer is looking for - these skills are typically found in the 'requirements' or 'qualifications' section in the job posting.



Don't memorize your answers, there is little chance that you will guess all the questions you will be asked. Be ready to adapt based on the questions asked.



Answers to behavioural questions should follow the STAR method (see below).

The STAR Method

Situation

Explain the SITUATION or TASK that had to be solved or completed – include the people involved, deadlines and places to validate the story. You must describe a specific event or situation, not a generalized description of what you have done in the past.

Action

Clarify the ACTIONS you took to specifically manage the situation or task successfully.

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Task

Outline a specific TASK you were required to carry out or perform.

Result

Explain the RESULTS accomplished. Clearly explain the positive impact you had on the organization through your actions. Don't be shy about taking credit for your behavior!



Why this question? Employers are evaluating how you've addressed conflict in the past as it is the best indication of how you will behave in the future.

Tell me about a time when you experienced a challenge with a co-worker, classmate or peer. What happened and what was the outcome?



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I do recall, this past Fall, in my Revenue Management class, I experienced a challenge with a classmate who was not following through with her project responsibilities. The presentation was on Food & Beverage Revenues and it was worth 50% of our mark. To successfully complete this project, I needed to take the initiative to address this issue with her just 2 weeks before the due date...

Ensuring that I was sensitive to the needs of my classmate, I did not jump to conclusions. I asked her if we could speak over a casual coffee two weeks prior to the assignment due date. By asking her first if she was having any issues with the project during our coffee meeting, my classmate disclosed to me that she was, in fact, having difficulty manipulating Excel revenue spreadsheet columns and was too nervous to ask the Professor or myself for help so close to the presentation deadline....

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In clearly and concisely outlining the SITUATION and TASK the interviewee is providing enough details that the story is clear, but not too detailed. TIP: Outline any challenges/situations without speaking negatively about anyone involved.

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With a new understanding of her situation, I offered to help her with the Excel project components, which I was quite familiar with, and in return, she offered to edit my PowerPoint presentation. I coached her through the Excel process, and as our working relationship and communication improved, so did our productivity. On our presentation date, we were professional, prepared and engaging. This did not go unnoticed by the class, who cumulatively gave us an 'A' grade. The Professor was also quite impressed and asked if he could use our presentation as a sample for upcoming classes next semester.

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This ACTION and RESULT demonstrated the interviewees skills and their ability to utilize their own strengths and the strength of their peer. Through their actions it led to an ideal result- a mutually beneficial outcome and a fantastic mark!

Some Typical Behaviour Based Questions

1. Tell me about a time you made a mistake at work. How did you resolve the problem, and what did you learn?
2. Tell me about a time when you went above and beyond for a customer?
3. Have you ever had to learn something completely new in a short amount of time? How did you go about doing so and what was the outcome?



TIP: STAR Method

When preparing your STAR statements, keep in mind the abilities and competencies the employer is inquiring about. Make sure you have several examples you can pull from, acquired through your experience in current or past jobs, extracurricular/volunteer activities, academics and more.

Your Checklist

- ☐ Thoroughly review the job posting and review how your own skills/experience translate to the job requirements,
- ☐ When answering questions ensure you're following the STAR method to provide structure to your answers.
- ☐ Practice (out loud) either with someone or alone. It will help you feel more comfortable and help make your answers flow.

Leveraging AI to Prepare for Interviews

- Before an interview use the AI Platform of your choosing to paste the job posting with a prompt such as "Please generate behavioural based interview questions from the following Job description"
- This will generate specific behavioural based interview questions tailored to the specific requirements of the role. From there you can practice answering these questions with answers unique to you (using the STAR method).
- It is important that you use this as a **tool** to prepare for interviews. Do **not** read the responses in your interview or memorize them as this will not seem authentic.



Did You Know?

You can book a mock interview with your Career Coordinator to ensure you are well-prepared! Book an appointment [here](#) and email your Career Coordinator ahead of time with the job description so they can create tailored questions you might expect!

Now it's your turn to practice:

	ST Situation or Task	A Action	R Result
Adaptable/Flexible: Describe how you are flexible in dealing with co-workers or classmates.			
Attention To Detail: Describe a task or project you have worked on that demanded the most attention to detail.			
Communication: Tell me about a recent miscommunication you had with someone. What did you do to correct or resolve the situation?			
Conflict Resolution: What are some of your strengths in dealing with people? Tell me about the last time you used one of those strengths to resolve a conflict.			
Customer Relations: Describe the most frustrating time you have experienced when trying to solve a customer's problem.			
Decision Making: What was the most difficult work decision you have had to make in the last year? Why was it so difficult? How did you make the decision?			

Visit the Business Career Hub

Employer Events

The BCH hosts several employer events to prepare you for your professional career. Refer to your weekly 'BCH Careers Newsletter' for a list of upcoming [events](#).

Industry Prep Programs

[This program](#) features a series of interactive, industry-related workshops co-developed and delivered by Ted Rogers Alumni and industry experts.

Coaching & Mock Interview

For career coaching, interview prep and more, [schedule a 1:1 appointment](#) with a Career Consultant or a Co-op Coordinator.



[TedRogersBCH](#)



[Business Career Hub Website](#)



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Jason is a Career Coordinator with experience in post-secondary advancement and accounting. Having formal training in career development, he is passionate about helping others achieve their dream career and building strong relationships.



Career Practicum Student Contributor Anne Nolan

Anne is a Practicum Student at the BCH, with over a decade of experience in Human Resources working in the tech and not-for-profits sectors. She brings her passion for supporting individuals in their career journeys.