**Behavioral Interview Questions:**

1. How have you dealt with an angry or upset customer?
2. Have you ever gone above and beyond to help a customer? What did you do?
3. Tell me about a time when you had to fight for an idea at work.
4. Talk about a time where you had to make an important decision quickly. What did you decide? What were the results?
5. Have you ever been in a business situation that was ethically questionable? What did you do?
6. Have you ever had a project that had to change drastically while it was in progress? Why? How did you do it?
7. Talk about a time when a co-worker was not doing their share on a project. How did you handle it?
8. Tell me about a major setback you’ve had. How did you deal with it?
9. What have you done when colleagues have been stressed out by a project?
10. Talk about a difficult problem you’ve had to solve. How did you solve it?
11. Have you ever had to defend a customer’s point of view? What did you do? Why?
12. Talk about a time when you’ve had to sell an idea to your colleagues.
13. Tell me about a problem you solved in a creative way.