Today inherent talents and passion count for much more than a list of past jobs on a resume. The goal with behavioral interviews is to elicit stories that reveal how candidates will respond to situations they'll face on the job. That means questions should be specific and phrased in unexpected ways to avoid boilerplate responses.

### Energy

We all have to make decisions on the job about the delicate balance between personal and work objectives. When have you had to make personal sacrifices in order to achieve your sales goals?

How do you handle the stress when work demands are high and sales deadlines press you to work long hours?

What kind of experiences have you had involving the demands of multiple sales accounts? How do you typically cope with such situations?

### Assertiveness

Give me an example of a situation in which you used your assertiveness to influence a sale. Be specific.

How do you handle a situation in which you may feel a prospect or client is trying to dominate the negotiation?

Describe a recent experience in which you had to choose between being assertive or being diplomatic with a prospect; how did it impact closing the sale?

### Sociability

Describe a situation recently in which you were required to host a group of clients or lead a discussion with co-workers.

Describe your preferences in networking. How comfortable are you in the process?

Describe a situation in which you had the opportunity to bring the team together to accomplish a common goal. How did you do it?
### Manageability

When is it appropriate to confront a sales manager who has made a mistake related to your responsibilities? How would you go about doing that?

What are your feelings about the role of management in a sales organization?

How do you typically deal with a problem that cannot be addressed by policies or procedures in order to close the sale?

### Attitude

How often do you feel your work relies on the attitude that you present to others? Give an example.

What role have you played in the recent past in which your team was unmotivated and how did you resolve the problem?

Describe a past experience when changes were introduced suddenly. What did you do to comply and adapt?

### Decisiveness

Describe a situation in which you had to take immediate action in a crisis involving human life or severe financial consequences.

Tell me about a decision you made that you regret. How long did you deliberate before you made that decision?

Many situations at work will require fast thinking and speed in making decisions. Give me an example of a situation in which you were especially skillful in making a decision quickly.

### Accommodating

When, if ever, is it appropriate to hold back and keep our thoughts to ourselves?

When a co-worker is wrong about a work issue, what is the best way to discuss the issue with him or her?

Give me an example of a time when another person really tried your patience. Specifically, talk about a time when you were angry or frustrated.
Independence

Describe a time when you were under pressure to make an immediate decision concerning a sale (perhaps without the aid of your sales manager). Did you take action IMMEDIATELY or were you inclined to seek the support of others first?

Have you ever found yourself in a sales situation with little structure? How did you resolve your work and achieve the sale?

What do you think about those who try new sales approach rather than relying upon what is known to work?

Objective Judgment

What kinds of subjective or objective information have provided you with the best information for decision-making in the selling environment? Be specific.

Describe a sale in which you used subjective thinking to solve a problem during a sale. What sources of information have provided you with the best data when making a decision about using a particular sales approach? Be specific.

When given a variety of information with which to come to a sales-related decision, how do you discern useful information from useless information?