

# Firefighter Recruitment Steps To Answer Behavioural Interview Questions

## Do your homework.

Read the instructions carefully that you have been given by the organisation prior to your interview, there may be some pre reading or some pointers to things that may appear in the process, remember if the team have taken time to put it in the information its not there to trip you up, its to help you do the very best you can when you come to interview.

## Listen to the question carefully.

Commonly, behavioural interview questions tend to be long-winded and may sound vague first-time round.

Here is an example: (this is not a fire fighter interview question so don't prepare for it, it is an example to show you how they work)

*"Good problem-solving often includes a careful review of the substantial facts and weighing of options before making a decision. Give me an example of when you reached a practical business decision by assessing the facts and weighing the options."*

This is broken down into the **initial part** which is giving you the context of the question then the **actual question**.

Make sure you understand the question before you start to answer.

You may ask the interviewer to repeat or rephrase the question if you understand it correctly. In practice the interviewer should read the question out twice to you anyway but if you are struggling, ask, its better to make sure you are on the right track initially than firing off an answer that isn't quite what they are after and then have the panel have to redirect you, this will cost you time and the ability to fully explain what you have actually been asked for.

## Organise your answer.

Allow yourself five seconds or so to collect your thoughts and structure your response. Never feel the need to immediately answer the question, get it straight in your head first, order your thoughts then go, do not worry about a silence, Interviewers appreciate this break and could use the time to drink some water, review their notes, or rest their hands from note taking.

## State your answer.

Try to limit your answer to about four to five minutes most interviews will have a time allowance, and this is usually around 5 minutes per question. Four or five minutes is long enough to relate a story completely and short enough to hold the interviewer's attention.

## Do not digress from your plan.

Resist the temptation to think of new details as you state the answer. By sticking to your planned details and structure This may be the STAR model or another similar, you can provide a consistent, concise, and well-reasoned answer.

## Answer follow-up questions.

In response to your answer, the interviewer may pose additional questions. These questions may require a brief elaboration, don't worry about these, it doesn't mean you have gone wrong they are probing to see how much more depth there may be or they are trying to get you to complete a description of something that may be relevant.

