

Outcomes-based interview questions & answers explained

Many candidates today are still not sure what outcomes-based interview questions are, why they are used and how to answer them.

Here are a few basic examples of the type of outcomes-based interview questions you might encounter in an outcomes-based interview as well as a guideline on how to approach and answer these type of questions.

Examples of some types of outcomes-based interview questions

Your initiative to solve problems

The interviewer can ask about how you had used any initiative to solve any problem at the workplace that was quite difficult to solve. You may also be asked about any situation when you were supposed to solve a problem without knowing the complete details about it.

Your achievements

The interviewer can also ask about the achievement which you think was the most important for you on a professional as well as a personal level. If you think that there were two different achievements on the professional level as well as personal level, the interviewer may ask you to elaborate about the reasons behind these.

The most difficult incident and other difficulties

The Interviewer can ask about the most difficult incident you have ever had to handle. Also, the interviewer may ask you about the person whom you have found the most difficulty in working with, along with the reasons. The interviewer may also ask you whether the differences with the person were carried out in an amicable manner or in any other manner.

Your leadership

Depending on the position you are interviewing for, you may also be asked to give an example of the time when you had shown any leadership qualities.

How to approach and answer outcomes-based interview questions

The questions that are asked are quite important ones, and it is very necessary that you should answer them in the best way possible:

1. The best way to answer these questions is to be concise, crisp and to the point. Give details but not a long, drawn-out explanation.
2. You should not wander away from the point while answering these questions, because wandering away from the question will imply that you are making up the answer at best.

3. Make sure that you first make the interviewer understand the problem/situation/target/goal that you were facing and then explain the actions/steps you took.
4. Do not place the blame on anybody.
5. Let the interviewer decide whose side he or she should be on.
6. Make sure that you inform the interviewer about the steps that you took as an individual and as a team to ensure that the problem was sorted out, without any hitches.
7. You may also tell the interviewer about the success that you experienced with these steps. Take responsibility for your successes and failures and give credit to any individual or team that assisted you in achieving the target/goal/positive outcome.
8. You can also inform the interviewer about how you would handle the situation in the present, rather than the past.
9. If you have not done/been responsible for what specifically the interviewer is asking for, admit it and give an example of how you would approach it/do it/handle the responsibility.
10. Under no circumstances pretend that you know everything and have done everything! Stick to the facts and give details as to your actions/approach and the results you then achieved.