



# BEHAVIORAL EVENT INTERVIEW (BEI) TEST GUIDE

## WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple...if you succeed in your role, then we succeed as a company.

## WHAT IS THE BEHAVIORAL EVENT INTERVIEW (BEI)?

A behavioral interview is a structured interview that is used to collect information about past behavior. Because past performance is a predictor of future behavior, a behavioral interview attempts to uncover your past performance by asking open-ended questions. Each question helps the interviewer learn about your past performance in a key skill area that is critical to success in the position for which you are interviewing. The interview will be conducted face-to-face whenever possible.

In a behavioral interview, the interviewer will ask questions about your past experiences. A useful way to prepare for this style of questioning is to use the STAR technique. The STAR technique is a way to frame the answers to each question in an organized manner that will give the interviewer the most information about your past experience. As you prepare to answer each question, consider organizing your response by answering each of the following components of the STAR technique:

- ❖ What was the **S**ituation in which you were involved?
- ❖ What was the **T**ask you needed to accomplish?
- ❖ What **A**ction(s) did you take?
- ❖ What **R**esults did you achieve?

## WHAT CAN I EXPECT TO SEE ON THE INTERVIEW?

### SAMPLE BEHAVIORAL INTERVIEW QUESTIONS

Here is a list of some sample behavioral interview questions. Please note that questions included in this guide are not used in AT&T's interview process. Doing well on the sample questions does not guarantee successful performance in any portion of the interview process.

- ❖ Tell me about a time when you were on a team, and one of the members wasn't doing his or her share.
- ❖ Tell me about a time when you felt a need to update your skills or knowledge in order to keep up with the changes in technology. How did you approach that?
- ❖ Describe a time when a customer got angry with you. How did you react? How did you resolve the situation?
- ❖ Please give me an example of a time when you took the initiative to improve a specific work process.
- ❖ Give me an example of a time when you surpassed a customer's expectations.



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- ❖ Tell me about a time when a customer requested special treatment that was out of the scope of normal procedures. What was the situation and how did you handle it?
- ❖ Describe a time when you had to use logic and good judgment to solve a problem.
- ❖ Tell me about a time when you had to cope with a stressful situation.
- ❖ Give me an example of a time when you had to make a split second decision.
- ❖ Give me an example of a time when you used your fact-finding skills to solve a problem.
- ❖ Describe a time when you put your needs aside to help a co-worker understand a task. How did you assist them? What was the result?

## WHAT CAN I DO TO PREPARE FOR THE INTERVIEW?

At AT&T, our goal in testing/interviewing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. What's the best way to stay relaxed and calm during an interview? Be prepared. Here are some tips:

- ❖ Research the business unit or department.
  - Become familiar with the products, services, structure, competitors, reputation, and any recent significant changes.
  - Review the job description to understand the skills required.
- ❖ Do "research" on yourself as well.
  - Know why you want the job.
  - Review your resume.
  - Identify transferable skills, key accomplishments, work style, and personal and professional strengths. Remind yourself of specific experiences that exemplify these skills and strengths.
  - Be able to express the unique marketable skills you have to offer.
- ❖ Prepare a list of four or five questions about the department or position.
- ❖ Get a good night's rest.
- ❖ Know the exact place and time of the meeting.
- ❖ Allow plenty of time to get to the interview and plan to arrive early.

## HOW WILL THIS INTERVIEW BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your testing session. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. You may want to bring a jacket or a sweater in case the temperature in the testing location is not to your liking. Feel free to ask questions before the test begins, and be sure you understand the format of the BEI.

## WHAT CAN I DO TO PERFORM MY BEST ON THE INTERVIEW?

- ✓ Listen carefully, and feel free to ask for clarification before answering a question.
- ✓ Take a moment to formulate your answers before you speak.
- ✓ Project energy and enthusiasm.



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- ✓ Be honest while focusing on communicating your professional achievements. Bring extra resumes, a notepad, and a pen.
- ✓ Be polite to everyone you meet at the interview.
- ✓ Do not chew gum, swear, or use slang.
- ✓ Thank the interviewer for their time. Within a day, send a written thank you note via e-mail or regular mail.
- ✓ If the interview is face-to-face:
  - Look your professional best.
  - Be conservative in your use of fragrance, cosmetics, and jewelry. Make eye contact with the interviewer.
  - Be aware of the interviewer’s body language and other non-verbal cues.

## RETEST INTERVALS

If you do not qualify on the BEI, do not be discouraged. Perhaps, this would indicate that this position is really not the best match for you. Who knows – perhaps a better, more closely matched opportunity awaits you. If you feel strongly that this is the right position for you, then you may retest after one year. However, please note that test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

## SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the BEI qualifies you for possible placement into jobs requiring this test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

**Thank you for your interest in starting (or expanding) your career at AT&T!**

**AT&T and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA) and other Federal and State laws that specifically assist individuals with disabilities. If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.**