



BEHAVIORAL EVENT INTERVIEW (BEI) TEST INFORMATION PAMPHLET

WHY DO AT&T AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS A 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?

SAMPLE BEHAVIORAL INTERVIEW QUESTIONS

Here is a list of some sample behavioral interview questions. Please note that questions included in this pamphlet 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.
- 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?

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 nights' rest.
- Know the exact place and time of the meeting.
- Allow plenty of time to get to the interview and plan to arrive early.

When you are scheduled for a BEI, you will be given a specific time to report to the testing location. 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. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the BEI.

FOR EMPLOYEES ONLY: You may contact the AT&T Self Development Resource Center located on HROneStop at <http://hronestop.att.com> >> Your Career >> Self Development >> Test Preparation to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

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.
- 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 it should happen that you do not qualify on a BEI, you may retest after one year. 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

Successful completion on a BEI qualifies you for possible placement into jobs requiring the interview. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

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.