

Behavior Based Interviewing

Lisa Henry, Liberty Mutual Insurance



Liberty Mutual Insurance “...helping people live safer, more secure lives.”

- Third largest property & casualty insurer in the US*
- Over 50,000 employees in more than 900 offices worldwide
- \$120.1 billion in consolidated assets, \$101.5 billion in consolidated liabilities and \$36.9 billion in annual consolidated revenue.



FORTUNE
500

81st on the Fortune 500 list of largest corporations in the US



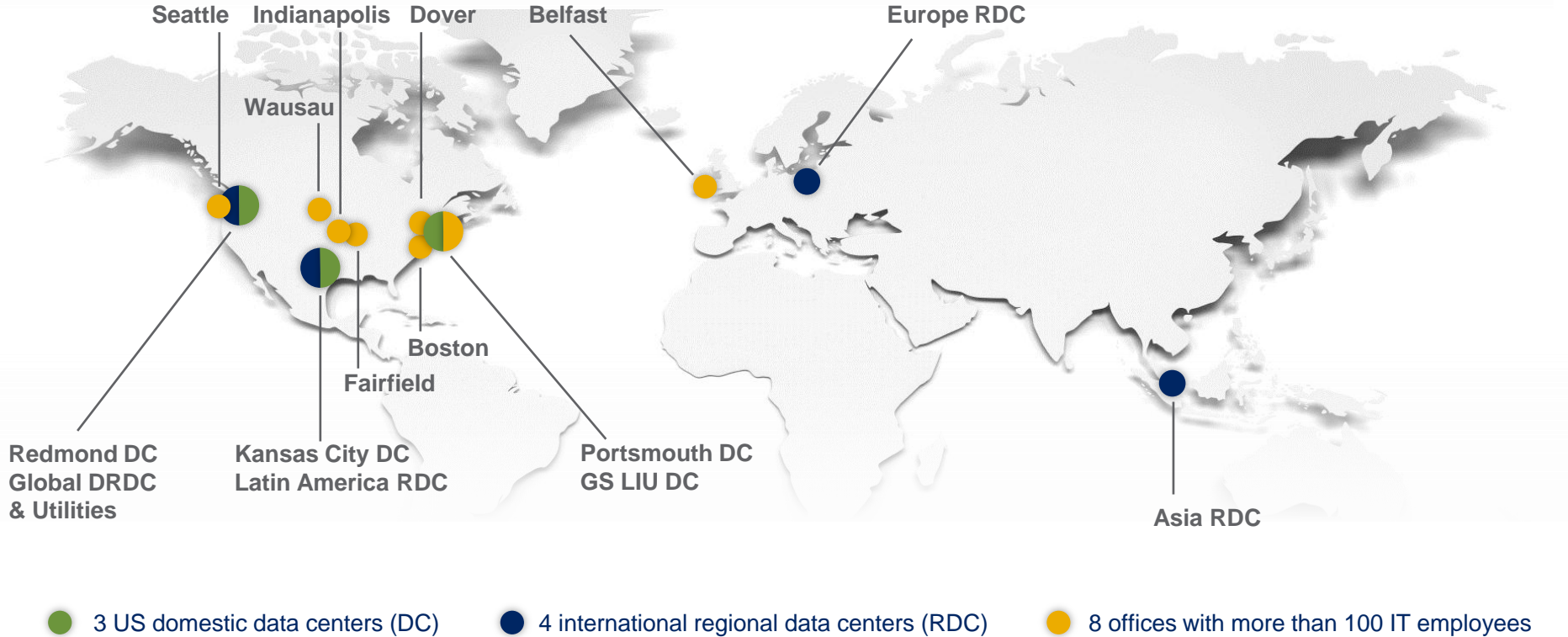
Recognized by Business Week as one of the 50 best places to launch a career



Sponsor of Team USA and 2014 & 2016 U.S. Olympic and Paralympic Teams

**Based on 2012 direct written premium, as reported by the National Association of Insurance Commissioners.*

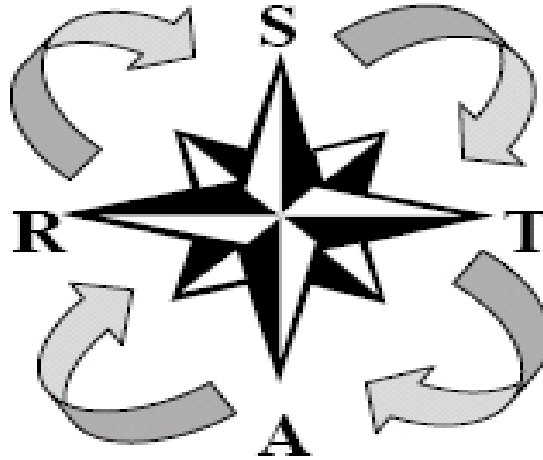
Information Technology: More than 4,000 employees building and supporting applications for Liberty Mutual's four strategic business units



- **Lisa Henry** - Director of Enterprise Technology Services Application Delivery at Liberty Mutual Insurance
 - **Education**
 - BS Industrial Engineering - University of Massachusetts Amherst
 - MBA – Rivier College Nashua NH
 - **Responsibilities**
 - Enterprise B2B services, Internal IT Applications development and Support, environment monitoring tools and HR Administration. These applications leverage multiple technologies including JAVA, .NET, C/C++, Web Services, and multiple database engines
 - Staff of seventy employees located in Seattle, WA, Wausau WI, Dover, NH, Portsmouth NH, and Boston, MA
 - Resides in Stratham NH with her husband and two sons.

What the Interviewer Looks For

- Situation
- Task
- Action taken
- Result or outcome



- Details about the situation or task.
- What led up to the situation or task?
- Who was involved?
- What was your particular role?
- What was the outcome?

Identifying Behavioral Questions

- Focus on key words:
 - Tell me about a time...
 - Give me an example...
 - Discuss a time...
 - Describe a recent situation...
 - Walk me through a situation...

Preparing for Behavioral Interviews

- **Conduct a self-assessment:**
 - Review duties, responsibilities, and accomplishments.
 - Review performance evaluations and letters of recommendation.
 - Formulate a list: complete STARs, and review them prior to interviewing.
 - Consider your likes/dislikes from past positions.

Preparing for Behavioral Interviews

- Remember these tips:
 - Use one academic example, one work example, and one example from your personal life
 - Frame your answers as a story that you can tell
 - Whenever possible, quantify your results
 - Be prepared to provide examples when results did not turn out as planned (What did you do then? What did you learn?)

Preparing for Behavioral Interviews

- Make these steps part of your plan for every interview:
 - Develop questions to ask
 - Review major projects, papers, etc.
 - Practice
 - Research the organization and the position

During the Interview

- Don't be afraid to ask the interviewer:
 - to repeat a question
 - for time to consider your response
 - to clarify a question
- If you absolutely cannot think of an answer, ask the interviewer to come back to the question

During the Interview

- Be specific. Avoid:
 - Generalizations – we, always, it went well
 - Opinions – I think, I feel
 - Future terms – I would, I will
- Use I, not we to spotlight your achievements
- Keep relevancy in mind
- Ask questions
- Be honest
- Request a business card
- Inquire about “next steps” in the interview process
- Thank the interviewer(s) before you leave

Liberty Mutual Insurance Hiring Process

- All IT position hiring is done virtually. Interviews will cover both technical and behavior based questions.
- Most candidates have a camera or we work with the Campus Career Services to ensure one is available
- If an offer is going to be extended, we encourage and pay for the candidate to fly in. It is important to understand where they would be living and working.
- We do offer sponsorship, but it is extremely rare and requires a completed or in progress masters Degree.



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