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.

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

- 3 US domestic data centers (DC)
- 4 international regional data centers (RDC)
- 8 offices with more than 100 IT employees
• **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:
  – 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.