

Template: Rating and Scoring Behavioral Interview Questions

A rating scale is the basis on which all candidates are evaluated. Use the template below to help define your organization’s rating scale.

Rating Scale Directions: List the rating values in the first column, and describe what each rating value means in the column labeled “Definition”.

Example – Rating Scale:

Rating Values	Definition
Far Exceeds Requirements	Perfect answer. Demonstrates competency accurately, consistently, and independently. All points relevant. All good examples.
Exceeds Requirements	Demonstrates competency accurately and consistently in most situations with minimal guidance. Many good examples.
Meets Requirements	Demonstrates competency accurately and consistently on familiar procedures and needs supervisor guidance for new skills. Some good examples.
Below Requirements	Demonstrates competency inconsistently, even with repeated instruction or guidance. Few good examples
Significant Gap	Fails to demonstrate competency regardless of guidance provided. No good examples.

Rating Scale

Rating Values	Definition

A rating guide helps to define expectations for individual behavioral interviewing questions. Use the template below to help define your organization’s rating guide.

Rating Scale Directions: List the rating values in the first column, and a behavioral example that would merit each value in the column labeled, “Behavioral Example/Representative Response.”

Example – Rating Guide:

Behavioral Question: Tell me about a time when a team project did not go as expected.

Competency and Definition: Collaboration - Ability to work in a team environment, shares resources, focuses on mutual wins and successes, fosters open dialogue.

Rating Value	Behavioral Example/Representative Response
Far Exceeds Requirements	When I worked for ABC company, the team I worked on was responsible for developing instructional materials and providing training for a new system that was being implemented across the country. To do so, my team worked across the organization, gaining insights about the new technology and associated operating procedures. As a part of this team, I was self-directed and worked diligently to communicate and share resources to complete this task according to our project deadlines; however there was a software glitch that didn’t occur during initial testing, and came up during training. As a result, the program implementation was delayed and I needed to support my team as we revised the training materials appropriately and prepared our instructors to understand the impact of this change. We were able to have the materials ready for the next round of systems training and as a result of our efforts, the system was well received by our clients.
Exceeds Requirements	When I worked for ABC company, the team I worked on was responsible for developing instructional materials and providing training for a new system that was being implemented across the country. To do so, I worked with a colleague to interact with members throughout the organization, gaining insights about the new technology and associated operating procedures. During this project there was a software glitch that didn’t occur during initial testing, and came up during training. As a result, the program implementation was delayed and my team needed to revise the training materials appropriately. We were able to have the materials ready for the next round of systems training.

Rating Value	Behavioral Example/Representative Response
Meets Requirements	When I worked for ABC company, the team I worked on was responsible for developing instructional materials and providing training for a new system that was being implemented across the country. To do so, I supported my colleagues by incorporating their system and operational procedure findings into new training materials. During this project there was a software glitch that didn't occur during initial testing, and came up during training. As a result, the program implementation was delayed and we needed to revise the training materials appropriately. I was able to help my team prepare the materials in time for the next round of systems training.
Below Requirements	When I worked for ABC company, the team I worked on was responsible for developing instructional materials and providing training for a new system that was being implemented across the country. I put together the training materials, and while we were getting them ready there was a system glitch that occurred. I thought it was how the system was supposed to work and didn't report it to anyone. During training this issue came up again and as a result they had to delay the implementation. Someone else on my team changed the training materials so that they were correct.
Significant Gap	When I worked for ABC company, the team I worked on was responsible for developing instructional materials and providing training for a new type of software. During training there was a glitch that came and we had to change the training materials.

Rating Guide

Behavioral Question: _____

Competency and Definition: _____

Rating Value	Behavioral Example/Representative Response