Q: “Tell me about a time when you had to deal with conflict in a group.”

A: “Last semester I was part of a student advisory board to my academic department. We were developing a set of recommendations to improve faculty student communication. It was difficult to get the various members of the board to agree on which recommendations to choose, because everyone wanted theirs. I focused on helping us look for common elements between each recommendation. The result was that we ended up recommending a faculty-student retreat in which many of the more specific recommendations were used. Through this experience, I learned how important it is to really look at things from the perspective of each team member.”

At right is a typical behavioral interview question... and a possible response, using the PARK method.