**Situational and Behavioural – Sample Interview Questions for Firefighter First Class**

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| **Situational Question**[*This situational question was asked to assess the candidate’s ability to answer and/or seek technical information required for the position, while in public.*] |
| You have just been hired as a Fire Fighter for the City of Kitchener and it is your first day on the job. After completing all your fire training courses, passing all your fitness tests and ready for the role, you are out with your crew in the public, grocery shopping. It is currently that someone from the public at large asks you about the proper placement of smoke alarms in their home. You do not know the answer to their particular query and feel pressured that as a Fire Fighter you should know this. What would you do?**Scoring Guide (1=poor; 2=good; 3=best)**1. I would answer the question based on where I have placed smoke alarms in my own home.
2. I would suggest they look on the City of Kitchener’s fire services web page to find the accurate information.
3. I would respond to the person stating that the City has a great web page, but just to be sure that I am providing the most up to date building codes, safety codes, and fire safety codes I would like to invite my partner over and have her/him help answer your query.
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| **Situational Question**[*This question was asked to assess the candidate’s ability to working with a diverse community.*] |
| You have been hired as a Fire Fighter for the City of Kitchener Fire Department and have been called out to a vehicular incident. Arriving on the scene, you notice there is someone pinned inside the vehicle. The individual is NOT in immediate danger; however, he does require your assistance. As you approach the gentleman and begin preliminary assessments, he becomes agitated. He indicates that he does not want your help because you are a woman, and his cultural norms do not allow for a woman to be touching/handling him other than his wife or eldest daughter. Your team are all busy and you are the only person who can assist him. What would you do?**Scoring Guide: (1=poor; 2=good; 3=best)**1. I would tell the man that I am the only person available to help him.
2. I would empathise and make him as comfortable as possible until one of my team members is available.
3. I would empathise, explain the situation, offer the alternatives and assertively state that I must proceed, including stating my obligations. I will also assure him that as soon as practicable one of my team members will assist, however, until then I will be assisting you and I will treat you with the utmost respect.
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| **Behavioural Question**[*This behavioural question was asked to assess the Candidate’s ability in recognizing the importance of maintaining equipment and working as a team for the purpose of safety.* ] |
| Sometimes we find ourselves in situations where we know a team member has not followed specific equipment maintenance procedures, and nobody else seems to have noticed. You know that not following proper procedures would have serious or deadly consequences if not corrected. Tell me about a time where you experienced such a situation, what were risks, and what did you do to resolve the issue. **Probes:**What about the situation seemed dangerous?What steps did you take to ensure your team was following standard work processes?What did you do to reduce the danger?What did you do to resolve the issue?What was the outcome?**Scoring Guide (1=poor; 2=good; 3=best)**1. I told my colleague to maintain his equipment.
2. I asked my colleague if he is having any issues with his equipment and needs me to show him how to properly maintain his equipment. I also reminded him of the consequences if his equipment was not maintained.
3. I reported the incidents to the person in charge. I was not familiar if there were any pending disciplinary actions or whether my team member had been trained properly. Since the situation involved a high degree of danger or possibly death, I thought it prudent to share this information with the person in charge.
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| **Behavioural Question**[*This question was asked to assess the Candidate’s ability of working in adverse conditions, even when extremely tired. ]* |
| Sometimes we are expected to work until the task is complete, even in the least desirable of conditions. Also, it is not uncommon to feel exhausted when you have been working in a physical capacity for several consecutive hours under extreme conditions. Tell me about a time where you experienced such a situation and tell me what you did.**Probes:**What were the circumstances / requirements that had you working the length of time you did?What steps did you take to overcome the exhaustion or the adversity of the conditions?What did you do to reduce the overwhelming urge to quit?What was the outcome?**Scoring Guide (1=poor; 2=good; 3=best)**1. I worked for as long as I could and then stopped.
2. I started off working at full capacity. Once I realized it was going to be a long time before the task was completed, I self-monitored my work, regulated my pace, and took it easier.
3. After working for a while, I turned my attention to the team. We re-assessed the situation, worked as a team to ensure we could complete the task competently and safely. We had discussed and agreed to a point in time when we should call for back-up, our threshold point so to speak.
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| **Behavioural Question**[*This behavioural based question was asked to assess the Candidate’s ability to ensure the public is being served to ensure everyone’s’ safety]* |
| We all encounter a situation in which a difficult decision needs to be made. Tell me about a time you had to decide that you knew was against procedure, however you were certain you were making the right decision. What did you do to assess the situation, including the consequences and come to your decision?**Probes:**What aspect of your decision were you certain about?What was the consequence had you not made the decision you did?Would anyone disagree with your decision?What was your final decision and the outcome?**Scoring Guide (1=poor; 2=good; 3=best)**1. I accepted the consequence of the decision and chose to proceed with the action despite the reparations.
2. I accepted the consequence of the decision, however, corresponded my thoughts with fellow teammates.
3. I was confident with my decision. However, knowing the dire consequences if I was wrong, I informed my supervisor, alerting her to all the consequences should we not proceed versus the benefits if we did. I received her buy-in and the situation worked out favourably.
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| **Behavioural Question***[This behavioural question was asked to assess the Candidate’s ability of remaining calm even under adverse conditions when dealing with the public.]* |
| Often, we are put in a situation where we need to act quickly, and often under adverse conditions. We can find at any moment that the situation is getting out of control; a customer may be upset with you, or someone in the public is in a panic. The situation requires a calm demeanour. Share with us a time where you had to de-escalate a situation, while having to remain calm. What was the situation and what did you do?**Probes:**What was the situation?What was the tension level?What would have happened had you not remained calm?What was the outcome?**Scoring Guide (1=poor; 2=good; 3=best)**1. I de-escalated the situation by asking the person in the situation to remain calm.
2. I de-escalated by remaining calm. I spoke to the person involved, asking her questions and if there was anything she needed.
3. I de-escalated the situation by remaining calm. I spoke with the person involved, asking her questions that could help in the situation. I actively listened, showing empathy, and walked her through a couple of possible solutions.
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