

## COMPETENCY BASED INTERVIEWS

When it comes to securing a new position, the interview is the most vital stage in the process. There are several ways a client can approach an interview, from panel interviews to psychometric testing, but the most popular interview type used in today's market is the competency-based interview.

### What is a competency-based interview?

The reason behind asking competency-based questions is that a candidate's past performance is the best indicator of their future performance.

The emphasis is focused on identifying and analysing previous examples of effective performance on the job. This interview style is one which you can be the most prepared for.

When answering competency-based questions you need to ensure that you are giving examples.

### Example answers should have some main ingredients:

**Situation or Task:** you must ensure you explain the circumstances surrounding your example.

Set the scene allowing the interviewer to understand the background.

**Action:** describe what you did to solve the situation or task. **Result:** what was the outcome of your actions? This is the part which most people forget to mention but it is the most vital part of a successful answer.

All of these ingredients must be included in your answer or your answer will be incomplete.

For Example: "Give an example of a positive change you initiated?"

Answer: "When I started my new role in ABC company back in 2011 there was no filing system in place. I decided to introduce a new system to the company. I spent an afternoon filing all the documents in alphabetical order and colour coded them. This increased the efficiency and productivity of the administrative duties of the company and the filing system is still being used today in the company".

### Some common competency-based questions

 Tell me about a time when you changed your priorities to meet others' expectations?

 Give an example of how you provided a service to a client/stakeholder beyond their expectations?

 Give an example of a difficult or sensitive situation that required extensive communication?

 Describe something you have done to improve the performance of your work unit?

 Describe a situation where you were successful in getting people to work together effectively?

 Tell me about a time when you had to lead a group to achieve an objective?

 Describe a situation in which you took a creative approach to resourcing to achieve a goal?

 Describe a time when you were in a high-pressure situation?

 Describe a time when you created a strategy to achieve a longer-term business objective?

### In conclusion:

Be ready with specific and relevant examples to demonstrate your skills in the competencies highlighted for the role. Be clear and to the point in your replies - remember you will only have a specific amount of time allocated to you, so make sure every moment counts.

**If you have prepared your answers for this interview you will shine like a star!!!**