

COMPETENCY BASED INTERVIEW ADVICE



Competency based interviews are where questions target a specific skill or competency. Questions are related to behaviour in specific circumstances, which then need to be backed up with concrete examples. The interviewers will then dig further into the examples by asking for specific explanations about the behaviour or skills.

SKILLS AND COMPETENCIES FOR COMPETENCY-BASED INTERVIEWS (DEPENDENT ON ROLE REQUIREMENTS)

Adaptability	Delegation	Leadership
Compliance	External awareness	Leveraging diversity
Communication	Flexibility	Organisational awareness
Conflict management	Independence	Resilience and tenacity

HOW COMPETENCY-BASED INTERVIEWS ARE MARKED...

Interviewers will have determined which type of answers would score positive points and which types of answers would score negative points.

Here is an example of positive and negative indicators for the following question:

"Describe a time when you had to deal with pressure"

Positive indicators

- Demonstrates a positive approach to a problem
- Considers the wider need of the situation
- Recognises own limitations
- Able to compromise
- Willing to seek help when necessary
- Uses effective strategies to deal with pressure/stress

Negative indicators

- Perceives challenge as problems
- Attempts unsuccessfully to deal with the situation alone
- Used inappropriate strategies to deal with pressure/stress

THE 'STAR' APPROACH

S - SITUATION

Set the context, describe the situation and make it concise and informative

T - TASK

What was required? What did you have to do/achieve?

A - ACTION

What did you do? What actions/activity did you take?

R - RESULT

How well did the situation play out? What was the outcome?