

EXAMPLES OF COMPETENCY BASED INTERVIEW QUESTIONS



Competency-based interviews are common practice across a wide range on industry sectors and role categories. The aim of asking competency-based questions is to establish what relatable and transferable experience and abilities a candidate has in relation to key skills and competencies needed to successfully take on the role. The significance and important on the competency categories vary from role to role and is entirely dependent on what the role involves.

Some of the most commonly assessed areas of competency are:

- Communication
- Flexibility and Adaptability
- Problem solving
- Leadership
- Conflict management
- Decision making
- Innovation
- Initiative
- Independent work and autonomy
- Team work
- Crisis management

⚠ Communication based Competency Questions:

When an interview assesses your ability to communicate effectively, they will be focusing on your ability to listen, show empathy, demonstrate confidence and how articulate, clear and concise your responses are. They will also look to build rapport with you and gain an idea on how easy you are to talk to.

Examples:

What are you most passionate about within your role?

Why do you want to work with us at this company?

What do you feel you can contribute in this role?

and specifically,

Verbal

• Describe a situation where you had to explain something complex to a colleague or a client. Which problems did you encounter and how did you deal with them?

Listening

• Give us an example where your listening skills proved crucial to an outcome?

Written

• What type of writing have you done? What makes you think that you are good at it?

⚠ Flexibility and Adaptability Competency Questions:

A potential employer will seek to understand how flexible you are to changing situations and demands within a role or company and assess how comfortable and confident you are in adapting to change or challenge.

Examples:

Describe a time where your role changed and you were assigned new tasks, how did you adapt?

Tell me a about time where you had to deal with a significant change in your work, how did you deal with it?

Describe a situation where you had to change your approach to a project or task mid way through?

Which change of job did you find the most difficult to make?

Tell us about the biggest change you've dealt with? How did you cope with it?

Give an example where your initial approach failed and you had to change tack?

⚠ Resilience & Tenacity Competency Questions:

To see whether you deal effectively with pressure and remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.

Examples:

- Give us an example of a situation where you worked under pressure?
- Tell us about a time when you wanted to push one of your ideas successfully despite strong opposition?

⚠ Sensitivity to Others Competency Questions:

Are you aware of other people and environment and own impact on these. Takes into account other people's feelings and /needs.

Examples:

- Tell us about an unpopular decision that you made recently? What thought process did you follow before making it? How did your colleagues/clients react and how did you deal with their reaction?
- What steps do you take to understand your colleagues' personalities? Give an example where you found it hard to adjust to one particular colleague?

⚠ Teamwork Competency Questions:

Do and have you contributed fully to the team effort and plays an integral part in the smooth running of teams without necessarily taking the lead.

Examples:

- Tell us about a situation where you played an important role in a project as a member of the team (not as a leader)?
- How do you build relationships with other members of your team?

⚠ Risk Taking Competency Questions:

To assess whether you take calculated risks, weighing up pros and cons appropriately.

Examples:

- Tell us about risks that you have taken in your professional or personal life? How did you go about making your decision?
- What risks do you see in moving to this new post?

⚠ Conflict Management Competency Questions:

Do they anticipate and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and disagreements in a constructive manner.

Examples:

- Tell us about a time when you had to deal with a conflict within your team?
- Tell us about a situation where conflict led to a negative outcome? How did you handle the situation and what did you learn from it?

⚠ Creativity & Innovation Competency Questions:

can you develop new insights into situations; questions conventional approaches;
encourages new ideas and innovations.

Examples:

- Tell us about a project or situation where you felt that the conventional approach would not be suitable? How did you derive and manage a new approach?
- Tell us about a time when you had to convince a senior colleague that change was necessary? What made you think that your new approach would be better suited?

⚠ Decisiveness Competency Questions:

do you make well-informed, effective, and timely decisions.

Examples:

- What big decision did you make recently? How did you go about it?
- How did you reach the decision that you wanted to change job?

⚠ Independence Competency Questions:

do you act based on his/her convictions and not systematically the accepted wisdom.

Examples:

- Which decisions do you feel able to make on your own and which do you need support?
- Which constraints are imposed on you and how do you deal with these?

⚠ Integrity based Competency Questions:

have you the ability to maintain job related, social, organisational and ethical norms.

Examples:

- Tell me about a time when you showed integrity and professionalism?
- Tell us about a time when someone asked you something that you objected to? How did you handle the situation?

and finally don't forget...

We are here for you to answer any questions or concerns you have and to provide any help..

Good Luck!

The Team at Lucy Walker Recruitment