

## **Examples of Competency-Based Interview Questions**

The list below is not exhaustive, but rather provides a sample of the types of questions typically asked in a competency interview.

Select the most relevant questions and using the STAR model, prepare your answers. In addition, design other questions and answers appropriate to the specific competencies you bring to the interview.

### **CAREER GOALS**

- What do you consider to be the next step for you in your career?
- What have you done in terms of training and development in the last three years?
- What are your career goals for the next three to five years? How do you plan to achieve them?

### **COMMUNICATION STYLE**

- What do you consider to be the qualities of a good listener?
- Tell me about a time when you have handled a call or visit from an angry customer. What did you do to resolve the situation? What did you learn from the experience?
- Describe a situation when you had a difference of opinion over the way something should be done? How was it resolved?

### **CUSTOMER SERVICE**

- Have you ever had to deal with a difficult customer? What did you do?
- Tell me about a time when a customer praised your actions?
- Tell me what you consider to be Quality Customer Service and provide an example in your own work history to support your answer.

### **FLEXIBILITY / ADAPTABILITY**

- What tasks do you perform that are not in your job description?
- Give me an example that demonstrates your flexibility in the workplace.
- Have you ever refused to carry out a task asked of you at work? If so, why?

### **HANDLING CHANGE**

- Tell me about a time when you took a leading role in implementing change at work.
- What does your manager need to do to get you to buy into change? Provide an example to demonstrate your answer.
- Have you ever managed change badly? What happened?

### **TEAM WORKING**

- Give me an example of your work that demonstrates your ability to be a strong team player
- Tell me about a time when you supported your team in solving a problem. What part did you play in the process?

### **INDEPENDENCE**

- How would other people describe your level of independence? Give me an example that demonstrates your ability to work effectively without close supervision

## **INTEGRITY**

- Tell me about a time when you have had to `bend a rule' to get a result.
- Give me an example of when you purposefully broke a rule. Would you do so again? Have you ever had to compromise your own standards?

## **STAFF MANAGEMENT**

- Tell me about a time when you have had to deal with a difficult staff member. What did you do?
- Give me an example of when you have had to manage poor performance.
- Describe your leadership style. Find an example that demonstrates the effectiveness of your leadership style

## **MOTIVATION FOR THE JOB**

- What keeps you motivated in your work?
- What do you not like about your current/most recent job?
- If you could change one aspect of your job, what would it be?

## **SALES**

- What do you consider to be your mark of success when it comes to selling?
- Describe your greatest weakness relating to your sales ability. What have you done to overcome this weakness?
- When have you had to sell an idea or concept to your Manager? Describe how you went about it. What was the outcome?

## **TAKING INITIATIVE**

- Describe a situation where you had to take the initiative.
- What do you consider to be an accomplishment in your career?
- Why do you think you have been successful in your current role?

## **TIME MANAGEMENT**

- Tell me about a time when you did not exercise good time management. What would you do differently if faced with a similar situation again?
- Provide an example of a time when you were under time pressure. What did you do? How do you manage to deal with a number of high priority tasks at the same time?