**Competency Based Interview Guide**

Competency based interviews are a style of interviewing designed to determine how a candidate has dealt with actual situations or issues within the workplace.

As a candidate you will be asked to provide specific examples of times in which you demonstrated particular skills or attitudes. Generally, these questions require you to describe a situation or a problem, the actions you took to handle the issue and the results of your actions. Such questions allow the employer to gauge how you deal with different situations.

Always remember when answering these questions that you will need to clearly outline:

* **The actual situation**
* **The course of action you took**
* **The outcome**
* **You should also consider if you needed to follow this up, or if you needed to make changes as a result of the issue**

To prepare for a competency based interview, review the job specification and make a list of competencies that you think are important for the job. List the situations in which you have demonstrated each of these competencies and then make a note of each situation or problem. You will need to consider the situation, the actions you took to deal with the issue and the result you achieved. Prior to interview review your notes so that you can easily recall specific examples and relay these to the interviewer promptly and concisely.

**How to Answer a Competency Based Interview Question**

**Be Concise**: Before answering the question, think of a specific situation that provides a good example of the course of action that you took in dealing with a specific issue. Provide a clear and concise description of the event, how you handled the situation, the result you achieved and any follow up that was required. Focus on one specific example and make your answer relevant and succinct.

***Make the example about you:*** The interviewer will want to know about you, *so w*hen you are describing the circumstances focus on the course of action that you personally took to manage the situation.

**Competency Based Question Examples**

Please ensure that you review these questions and think carefully about the answers that you would provide. *(This list is general so it is likely that you will be asked questions pertaining to the competencies required for the role. Consider what these questions may be, so that you are fully prepared)*

***Customer Service***

*Tell me about a time when you have delivered excellent customer service?*

**Complaint Handling/Difficult Situations**

*Tell me about a complaint or difficult situation that you have had to deal with?*

**Initiative**

*Can you tell me about a time where you have used your own initiative to achieve a goal or resolution?*

**Determination**

*Can you think of a specific situation where a team that you have been involved in has had to overcome one or more obstacles?*

**Business Awareness**

*Can you tell me about a time where you have identified an opportunity to offer additional service(s) to an existing client/customer*?

**Negotiation**

*When have you used the art of negotiation to ensure that you have achieved a win/win situation?*

**Persuasiveness**

*How have you persuaded someone to change their point view, or do something that they did not want to do?*

**Sales**

*Tell me about a time when you have had a really difficult target to reach and how you managed to reach it?*

**Team Work**

*Can you recall an occasion when you have had to work as part of a team to achieve a goal?*