

## Chapter 1 : How To Prepare For A Competency Based Interview At The UN “ Human Rights Careers

*Interviewers may ask questions about a variety of competencies depending on the skills required for the specific job. For example, an interviewer for a retail job may ask competency-based questions about communication and teamwork, an interviewer for an upper management job may ask questions about leadership, independence, and creativity.*

However, nothing can be farther from the truth. The competency based answers during a job interview are quite an intelligent and quick way to find out about the attitude and mindset of the individual who has applied for the job. The answers to the competency based interview questions also provide a graphic portrayal of his or her attitude towards work, people and life in general. Competency based interviewing is the best way to uncover the behavioral aspects of an individual in a quick and precise manner. Competency based interview questions

Your initiative to solve problems The interviewer can ask about how you had used your initiative to solve any difficult problem at the workplace. The question may also ask you about any situation in which you were supposed to solve a problem without being informed of the complete details. Your achievements The interviewer can also ask about the achievement which you think was the most important for you, professionally and personally speaking. If you think that there were two different achievements on the professional level as well as on the personal level, the interviewer may ask you to elaborate on the reasons. The most difficult incident and other difficulties The Interviewer can also ask about the most difficult incident you have ever had to handle. Also, the interviewer may ask you about the person whom you have found to be the most difficult to work with, in addition to the reasons why. The interviewer may also ask you whether your differences with the person were resolved in an amicable manner or in any other manner. Your leadership Depending on the job that you are seeking, you may also be asked to give an example of a case in which you demonstrated any leadership qualities. These questions are team leader interview questions but are often asked of any individual. Competency based interview answers The questions that are asked are quite significant, and it is essential that you answer them in the best way possible: The best way to answer these questions is to be concise, crisp and to the point. You should not meander away from the point while answering these questions, because meandering way from the question will imply that you are inventing an answer at best, or would mean that you are a person who has no integrity at worst. Firstly, ascertain that you make the interviewer understand the problem that you were facing. Let the interviewer decide whose side he or she should be on. Make sure that you inform the interviewer about the steps that you took as an individual and as a team to ensure that the problem was sorted out without any hitches. You may also tell the interviewer about the success that you experienced with these steps. You can also inform the interviewer as to how you would presently handle the situation as opposed to your handling method employed in the past. The difference between skill, competency and behavioral: Skill is a part of competency. You may also refer to:

*Competence-Based Employment Interviewing [Jeffrey A. Berman] on www.nxgvision.com \*FREE\* shipping on qualifying offers. Designed to assist practitioners in developing interview procedures for their organizations, this work shows how competence-based human resource management techniques can be applied to employment interviews.*

Which recent project or situation has caused you the most stress? How did you deal with it? Give us an example of a situation where you worked under pressure. Working under pressure competency “ what are employers looking for? Does pressure get to you, do you or thrive under it? Time management skills Employers are looking for people who understand priorities and timescales, and can work with a sense of urgency to meet deadlines. Planning and being organised can help people to cope well under pressure. Organisation and planning skills Businesses want employees who maintain a high level of standard in their work while juggling multiple projects. Self management Self-managers who manage their own time to meet goals are rare. Working under pressure “ interview answers Time management skills As with all competencies, preparation is key to your success. Organisation and planning skills Pick a scenario where you can outline the steps you take to prioritise workloads. For example, you could say: My productivity increased significantly using this method. As a result, three quarters of the projects were delivered ahead of deadline, and the remainder were delivered on time. This kind of question is often directed at those returning to work after some time out of the market. How did you find the mistake? What actions did you take? What tools do you use to check your work? Why do you use these tools? Provide an example of where you have applied these. How do you go about ensuring quality when there are time pressures? Describe a time where you have managed to produce quality work when you were under pressure. Describe a time where you found an error that was not immediately obvious. Have you ever discovered a mistake that was overlooked by everyone else? How did you find this? What was the result? Tell us when you had to persuade someone above you that they had made a mistake. What did you do in this situation? How did it turn out? Tell us about a piece of work you produced where accuracy was essential. Attention to detail competency “ what are employers looking for? Employers want to find employees who are thorough and accurate when dealing with a task. Sees tasks through to completion Employers want people who are: Mindful of small details. Adhere to procedures and standards. Effective organisation You should show you can: Monitor and check work or information. Plan and organise time and resources efficiently. Provide information promptly and in a usable form to others who need to act on it. Accuracy and quality control Employees who present accurate and consistent work are sought after. Double-check the accuracy of information. Ensures things are done thoroughly or precisely. A stockbroker could be asked about their attention to financial markets. Talk about a situation where you had to be sensitive to the needs of co-workers. How did you come to that decision? Have you ever had to make an unpopular decision? Give us an example where you were unable to deal with a difficult member of your team. Handling a difficult decision or situation competency “ what are employers looking for? You may also have faced decisions that are hard to make, such as telling someone their role is redundant. An employer is interested in how you act under fire and how you withstand the tougher aspects of a job. Decision-making and communication skills are two of the the most sought after and difficult to find competencies. Here are some examples of handling a difficult situation which may be relevant: Your colleague has submitted unsatisfactory work. There is a conflict between two members of your team. One of your co-workers has been found to be dishonest. Conflict between others and Handling a difficult decision “ interview answers Describe a difficult situation and how you handled it. Pick a story that required you to be sensitive to the needs of fellow co-workers. John Lees, career coach and author of Knockout Interview, advises examples such as: In your answer, make sure that you show conflict management skills. Talk about what you learned from the situation and how you built on that experience, she adds. Match the level of decision-making to the role on offer, adds Lees. Say something about the level of the decision you had to make, why it was difficult, and who you consulted; but be sure you emphasise that you made a decision and stuck to it. The employer is in reality probing difficulties you might have making decisions under pressure, so be prepared for a follow-up question.

Talk about a situation where you were asked to do something that you had never attempted previously. Tell us how one of your projects suffered a setback due to an unexpected change in circumstances. Which change of job did you find the most difficult to make? What was the biggest change that you have had to deal with? How did you cope with it? Have you ever been in a situation where you needed to adjust to changes that were outside your influence or control? Adaptability competency – what are employers looking for? Can you change your style or way of working when necessary to reach a goal? Finding out how agile and adaptable you are is the aim of the adaptability competency questions. Proactivity Adaptability interview questions are particularly common in rapidly developing disciplines like IT, which must constantly adapt to new technologies. Employers want people who: Proactively keep up with changes affecting their industry or sector. Make suggestions for increasing the effectiveness of changes. Shift strategies or approaches in response to the demands of a situation. Continuously seek out ways to improve things, at project and company level. Adapt quickly and easily to change. Show willingness to learn new methods, procedures, or techniques. Adjust to changing environments while maintaining effectiveness. Make good choices for the good of the company or organisation. Change your behavioural style or method of approach when necessary to achieve a goal. Respond to change with a positive attitude and a willingness to learn. Adapting your style within a group to get the best outcome. Prepare adaptability examples for your answer. How did you understand the impact of the change? How did you respond? Can you give an example of a time you influenced a colleague or manager to adopt your way of thinking? Explain how you had to change your approach halfway through a project or task following new input into the project. Describe a situation where you started off thinking that your approach was the best, but needed to alter your course during the implementation. Talk about one of your projects that suffered a setback due to an unexpected change in circumstances. Describe a situation where you were asked to do something that you had never attempted previously. Describe your strongest and your weakest colleagues. How do you cope with so many different personalities? If we gave you a new project to manage, how would you decide how to approach it? Adapting your style competency – what are employers looking for? This competency question looks at how you adapt your behaviour as an individual, but also how you flex your style in a group of people to ensure the best outcome.

**Chapter 3 : The most common competency-based interview questions (and how to answer them) | totaljobs**

*Competency based interview questions (also referred to as situational, behavioural or competency questions) are a style of interviewing often used to evaluate a candidate's key competencies, particularly when it is hard to select on the basis of technical merit; for example, for a particular graduate scheme, or a graduate job where relevant experience is less important or not required.*

Share via Email Job interviewers use competency questions to assess skills or behaviour and the Star technique can help candidates provide a well-structured answer. While technology has had a huge impact on job hunting, one aspect has remained unchanged: A competency can be either a skill or behaviour. You will be able to spot a competency question because they usually start with: "It is also beneficial to you" it gives you a structure to shape your answer around. This can prevent you from waffling or going off on a tangent. Situation This gives context to your answer so it might include where you were working at the time, what your role was and any brief background information. Task You need to communicate what you were trying to do or achieve in the example. Action Describe what actions you took to manage the task in that particular situation. Result Show how you made a difference, added value or had an impact on the bottom line. The outcome can be quantifiable or anecdotal. Remember, it is impossible to have a successful interview without proper preparation, so putting in the time to prepare some Star examples is more likely to win you the job. Here are some typical competency based questions, with example answers using the Star technique: Describe a time when you have had to work as a team to solve a problem A: When I worked at My role within the team was I had to negotiate with Our manager fed back that this was really innovative approach to problem solving by the team. For this question the interviewers are looking for two competencies: Your example must contain both elements. Think about what your role was in the team. Were you the leader, the morale booster, the motivator, the ideas person or the timekeeper? In my current role at They were still on probation, and I was tasked with deciding whether to extend their probation. The decision was difficult because I concluded that the staff member had not had enough support at key times because They responded well and now a year later they are one of the best performers on the team. The interviewers want to understand how you approach decisions "do you gather facts and information, look at precedents, use instinct and intuition, do you involve others and when do you get support. They are also interested in why a decision is difficult for you, so you need to structure your answer to show both elements. Tell me about a time you demonstrated initiative Using the Star technique to shine at job interviews: I inherited a number of processes, some of which were well established and effective and some where I could see they created more work for my team. I initiated a team meeting to focus on one process that I felt was holding us back because At the meeting we brainstormed ideas to improve the process and agreed a way forward. I then organised a sub team to pilot the changes and report back. When I was happy the process worked, we rolled it out. The difference it made to the success of the project included Think of an example that shows you taking an innovative approach to something at work or in a society, whether this is creating a new product, improving a system or process, or acting swiftly to capitalise on the situation. Give an example of when you have demonstrated effective communication skills A: My manager asked me to present a controversial proposal to senior management on I knew there would be resistance from I arranged to meet them before the proposal to listen to their concerns and to explain how things could work. In the presentation I showed how I had accommodated their concerns while retaining the focus of the project, by The proposal was accepted and the feedback was very positive. Communication skills are very broad so you need to think about which skills the interviewers are particularly interested in: If you want to shine in your next interview then practice the Star technique, using these examples to shape and fine-tune your personal experience. It is a methodical approach that once mastered, enables you to give a seamless performance that can take you one step closer to being offered the job. Looking for a job? Browse Guardian Jobs for your next career step.

## Chapter 4 : Technical Competence-Based Interview Questions | Bizfluent

*Competence-Based Employment Interviewing* [www.nxgvision.com](http://www.nxgvision.com), [www.nxgvision.com](http://www.nxgvision.com), [www.nxgvision.com](http://www.nxgvision.com), [www.nxgvision.com](http://www.nxgvision.com), [www.nxgvision.com](http://www.nxgvision.com) Download Note: If you're looking for a free download links of *Competence-Based Employment Interviewing* pdf, epub, docx and torrent then this site is not for you.

Get Your Copy Here Working Tips For A Improve Ebook Reading Experience Most of the times, it has been believed that the readers, who are utilizing the eBooks for first time, happen to really have a difficult time before becoming used to them. Mostly, it occurs when the brand new readers discontinue utilizing the eBooks as they are unable to utilize them with the appropriate and effectual style of reading these books. There present number of reasons behind it due to which the readers quit reading the eBooks at their first most effort to use them. Nevertheless, there exist some techniques that can help the readers to really have a good and successful reading encounter. Someone should fix the appropriate brightness of display before reading the eBook. As a result of this they have problems with eye sores and headaches. The very best solution to overcome this severe issue is to reduce the brightness of the displays of eBook by making specific changes in the settings. You can also adjust the brightness of screen depending on the kind of system you are using as there exists bunch of the approaches to correct the brightness. An excellent eBook reader ought to be installed. It will be helpful to have a good eBook reader to be able to have a great reading experience and high quality eBook display. You may also make use of complimentary software that can provide the readers with many functions to the reader than just an easy platform to read the desired eBooks. You can even save all your eBooks in the library that is also provided to the user by the software program and have an excellent display of all your eBooks as well as access them by identifying them from their particular cover. Aside from offering a place to save all your valuable eBooks, the eBook reader software even give you a great number of features as a way to enhance your eBook reading experience compared to the conventional paper books. You may also improve your eBook reading experience with help of options provided by the software program including the font size, full display mode, the particular number of pages that need to be displayed at once and also change the colour of the backdrop. You must not use the eBook constantly for a lot of hours without rests. You must take appropriate rests after specific intervals while reading. Continuous reading your eBook on the computer screen for a long time without taking any rest can cause you headache, cause your neck pain and suffer from eye sores and also cause night blindness. So, it is necessary to provide your eyes rest for some time by taking rests after particular time intervals. This will help you to prevent the problems that otherwise you may face while reading an eBook always. While reading the eBooks, you must favor to read enormous text. Generally, you will see that the text of the eBook tends to be in moderate size. It is proposed to read the eBook with enormous text. So, increase the size of the text of the eBook while reading it at the monitor. It is recommended not to go for reading the eBook in full screen mode. Although it might seem simple to read with full screen without turning the page of the eBook fairly often, it place ton of anxiety on your eyes while reading in this mode. Constantly prefer to read the eBook in exactly the same span that would be similar to the printed book. This is so, because your eyes are used to the span of the printed book and it would be comfy that you read in exactly the same manner. Test out different shapes or sizes until you find one with which you will be comfortable to read eBook. By using different techniques of page turn you can also improve your eBook experience. You can try many methods to turn the pages of eBook to enhance your reading experience. Check out whether you can turn the page with some arrow keys or click a special portion of the screen, aside from using the mouse to handle everything. Lesser the movement you have to make while reading the eBook better is going to be your reading experience. This will definitely help make reading easier. By using every one of these powerful techniques, you can surely enhance your eBook reading experience to a great extent. This advice will help you not only to prevent specific dangers which you may face while reading eBook regularly but also facilitate you to relish the reading experience with great comfort. The download link provided above is randomly linked to our ebook promotions or third-party advertisements and not to download the ebook that we reviewed. We recommend to buy the ebook to support the author. Thank you for reading.

**Chapter 5 : What Is a Competency-Based Interview? | [www.nxgvision.com](http://www.nxgvision.com)**

*Competence-based employment interviewing. [Jeffrey A Berman] -- Designed to assist practitioners in developing interview procedures for their organizations, this work shows how competence-based human resource management techniques can be applied to employment.*

Core Competencies[ edit ] Core competencies are the set of skills which are crucial to a business, for them to gain a competitive advantage in their market. Senior managers are unable to manage every single aspect of their business, including the competencies needed to maintain a strong business. This means that they must come up with a set of competencies which truly affect their competitive advantage, as this will save them time in the long run when it comes to hiring employees. This is because over time, the business will evolve and new opportunities will arise and so the same must happen to the core competencies. Hamel and Prahalad came up with three questions which businesses must consider when identifying their core competencies: Do the competencies provide potential access to a wide variety of markets? Do the competencies make a large contribution to the consumer benefits? Elements of a competency-based job description[ edit ] Key elements of the job description are: Project Manager Relevance of position â€” statement about how the position supports the company with its business plan and objectives Major responsibilities â€” list of the main activities that the individual must undertake on a day-to-day basis Critical criteria â€” standards and qualities that candidates must have in order to be considered for the job Preferred criteria â€” qualities that the company would like candidate to possess but are not crucial in the day-to-day activities of the job Reports to â€” who their manager is There are 4 main reasons why competency-based job descriptions are crucial to businesses: Businesses rely on job descriptions and competencies to create training programs for their employees whereas employees use these to obtain the skills required for them to get a promotion or pay rise! Small businesses[ edit ] Small businesses struggle a lot more than larger businesses when it comes to employing people for jobs. It is much better for them to use competency-based job descriptions as they differ from standard job descriptions because they emphasize the worker rather than the work. Competency-based job descriptions decrease the chances of the employer hiring the wrong person for the job. For a small business it is crucial that they hire the right number of people. This is because, if they hire too many people it could lead to money being wasted on staff income wages are the highest costs to business. As well as other issues, as the saying goes: On the other hand, if they hire too few people, it could lead to inefficiencies and large costs for the small business in the long run. The best approach for small businesses will be to have a job preview, assess whether individuals are capable of learning the skills needed by the company. If possible, small businesses should use experienced individuals in the hiring process, these individuals will know if the future employee will fit into the culture of the company as well as if they possess the relevant skills. Competency Life Cycle[ edit ] The competency life cycle consists of 4 phases which aim to develop and enhance individual and organisational competencies. The different phases are: This phase also defines the required skill level for each job profile Competency diagnosis â€” this is based on the current employees in the company. This outlines the present proficiency level each employee possesses. These sources are known as job content experts JCEs and they have a good understanding of positions in companies. JCEs are usually the people who manage the position one is looking to fill. The first step of the competency analysis is to accumulate detailed descriptions of the tasks which make up the job: This is done through a range of data collection methods: The reason for these meetings is because the hiring manager is looking for an employee who will stay for the long term and an employee who will contribute to the future success of the company Once the data from these various sources has been analysed, a list of the competencies needed for the job description can come together, completing the competency analysis. Advantages[ edit ] There are many benefits of using competencies in organisations: They can be time consuming, as it takes a long time to gather the data needed to decide which competencies are relevant for the job profile. This process can also be very costly and not all businesses may have the funds available to carry out the competency analysis. The analysis also requires staff with specific skills, which certain businesses may lack. Competencies support recruitment and selection by: Contributing to the design of

a well-articulated, efficient and effective recruitment and selection processes. Creating efficiencies by providing re-usable selection tools and processes e. Providing explicit, clear and transparent criteria on which to give candidates feedback on their performance in the selection process e. Providing standards for evaluating the success of the selection process e. Some of the common benchmark competency-based practices in Recruitment and Selection include: Notices of job requirements e. A template is developed to define how competencies will be reflected in. These are made available to hiring managers and HR Advisors. Once completed, trained evaluators score the extent to which the required competencies are demonstrated in the written examples using standardized scoring criteria. Other Competency-based Assessment Methodologies e. A variety of other competency-based assessment methodologies can be incorporated into the selection process, including In-basket assessments, role plays or simulations of workplace situations that the employee will encounter, multi-source input as appropriate , etc. When designing and implementing any methodology, it is important that it be defensible i. Training on Competency-based Selection e. Managers must have the knowledge and skills to be able to apply the various competency-based assessment methodologies noted above to arrive at valid selection decisions. Likewise, employees must be able to participate effectively to provide an accurate picture of the competencies they possess. Finally, both managers and HR professionals must be able to establish selection processes that are both efficient and effective i. Implementation stages[ edit ] As competency profiles are developed for varied job groups, the following implementation stages are suggested for their use in recruitment and selection on a corporate-wide basis. Customize or build other competency-based tools or processes e. Review and evaluate the effectiveness and efficiency of these processes and adjust policies, procedures, templates, etc. Plan for and train managers and HR personnel on appropriate competency-based interviewing approaches e. This training should be just-in-time e. Collect data on the effectiveness of the new recruitment and selection process e.

**Chapter 6 : Preparing for competency-based job interviews**

*Designed to assist practitioners in developing interview procedures for their organizations, this work demonstrates how to apply competence-based human resource management techniques to interviews.*

There are several ways to go about understanding whether that potential candidate is your next employee. In our most recent post we scratched the surface of one of the most popular interviewing methods, competency based interviewing. Our goal is to help your hiring teams start asking the right questions so you can properly assess the candidate and prevent any potentially costly mishires. The first step is to list out core competencies that align with your company, as well as the qualities of prospects applying for the open role within your organization. Here are some top competency based interview questions:

**Organization** Describe a past project or task where you needed to involve members from other teams throughout your company. How did you come to realize that you needed that extra assistance and how did you organize a team to help get buy-in from a company, manager or executive team? Provide an example of a time where you had various projects on your plate and you had to prioritize one over the other. How did you come to that conclusion? Was it the right decision and what was the outcome or prioritizing that task or project?

**Communication** Describe a time when your communication skills made a difference in a situation. What was it about your communication skills and how you approached the problem or task that helped? Describe a situation where you failed to communicate properly and what you believe you did wrong in this situation. Looking back at it, what would you have changed and how may have that affected the outcome? Describe how you pitched it and what the results were, good or bad. Describe a time when you had to convince a manager or senior team member that a change in process or approach was necessary for success. What made you think that your new approach would benefit the company and what was the outcome?

**Leadership** Explain a time when you had to compile a team to help improve an aspect of your company. How did you go about finding the right members to involve? What were the existing problems within the company and how did you lead a team to address them? Describe a situation where you were tasked with inspiring a team member or several members of your company. How did you get your colleagues excited about the project or task at hand?

**Risk Taking** Explain the biggest risk you may have taken in your professional career or personal life. How have these risks made you who you are today and how did you go about making your decision? Describe a situation in your last job where taking a risk resulted in success? Now describe the opposite, where your decision to take a risk landed in you unsafe waters. How did you navigate back to shore and bounce back appropriately? Every company is different, so why not share and empower each other with knowledge and unique insights on your recruiting best practices? Does your recruiting team have any unique competency based interview questions that you love to ask potential employees? If so, we would love to hear your thoughts in the comments below. Download our free, interactive Scorecard template so to ensure interviewers are asking the right questions and providing meaningful feedback:

**Chapter 7 : 10 Competency Based Interview Questions | Greenhouse**

*Designed to assist practitioners in developing interview procedures for their organizations, this work shows how competence-based human resource management techniques can be applied to employment interviews.*

Stand up during the interview to increase the quality of your voice. Use pitch, tone and speed to your advantage. Simple questions sometimes have a deeper meaning. Think of the depth and complexity of your examples. Your examples will be validated. You should not ask about benefits and entitlements at the end of the interview. If you do not have any good questions you can ask if you can elaborate more on some key aspects of your profile. How have you resolved a problem within a team? What are the three values that are most important to you and how do they translate into your work? Examples you give should be attributable to you, especially regarding the impact. Before we go into some of the tips, I want to talk a little bit about the basic premise of why we use competency interviewing. And in terms of the research why this type of assessment is used, as a predictor of future performance, competency based interviewing or sometimes referred to as behavioral interviewing or situational interviewing is a. As a result, most of the questions that you get in a competency interview tend to be based on past experience. So it would be a question like, tell me about a time when you were part of a successful team, what made that team successful, what was your role in that team? How did you overcome problems in that team? And a good panel will be probing and delving and trying to get to the bottom of what your role was in that particular team. Now in preparing for a competency interview therefore, the first point of reference is the vacancy announcement because in the vacancy announcements in UNFPA and most parts of the UN system, they will list the competencies that are most relevant for that position. So please, that is the first tip, always print the vacancy notice, therefore you have a reference of how to prepare for a competency interview. So when structuring your answers, you should be first of all giving a brief context, secondly, giving the actions that were attributable to you as the individual, not part of the team. And thirdly, and this is where a lot of candidates, they actually forget the third bit, is looking at the results or the impact of your actions. Sometimes they also throw in a fourth letter as well, which is L which stands for Learning. What learning did you draw from that experience? So certainly in your preparation for an interview, you should be referencing the competencies, structuring your answers in the CARL context and be prepared to engage with the panel. The tip I would have for you if you are given a telephone interview, is to stand up during the interview. Secondly, on a telephone interview, use pitch, tone, speed and silence to your advantage. You want to keep the panel that are on the other end of the phone awake and interested in your answers. So you really do need to come in warmed up and ready to go. Certainly at various parts of the interview, the panel, different panel members will be asking questions. What I like to advise people is to address the panel member that asked the questions with the context part of your response and then bringing in the other panel members with eye movements, hand context, etc. The panel want people that are enthusiastic and you need to bring in that enthusiasm into your responses. And this is designed just to get you talking. They might say, how was your plane trip here today, was it busy at JFK? Often then they will ask what seems to be a very simple question which is designed to ascertain motivation for the position, and this can be a question such as, why were you interested in applying for this job? And this is a very, very important question because as I said, that first forty seconds is pretty important. This is where you need to come across and not just repeat what on your CV because the panel has read your CV. What needs to come across here is the value proposition that you bring to the organization and to this role. Then they would tend to go into the standard body of the interview where they are asking competency based questions. And that can be anywhere from five to eight structured competency based questions. And then they will typically wrap up the interview and give you the opportunity to ask questions as well. You should know that already. Again you can reiterate that value proposition. One is on how you work in teams and how you resolve conflict. Also, often, we ask questions on a value proposition. A typical question on a value proposition might be something like, what are the three values that are most important to you? And how do these values translate into your work. Think about what are the values that are important to me. Let me give you an example. I was interviewing for a position as a

country director position and I asked the question, tell me about the time when you had to resolve a conflict between two colleagues or two sets of colleagues? And he was able to setup a mediation and negotiation system in that office and worked through a very, very complex series of negotiations to try and resolve that issue. Clearly, that example had a lot more depth and complexity and he was able to score much higher on that example. And I had a very eloquent candidate that said to me that she had led the campaign on the launch of some big report and that report had four million hits on the website and 16 op ed pieces on major newspapers etc. And I was looking at her CV as she was giving me this example and I realized that she was an intern in the office at that time, so I actually drilled down and I said, what was your specific role in this example and she says? Well mainly I was preparing the press releases and photo copying the press releases. So you need to actually be quite honest in that because with reference checking etc. So to summarize, I would say you need to be ultra-prepared for an interview. You need to reference the competencies in the vacancy notice. And you need to be thinking about the depth and the complexity of your examples. And you need to be thinking about the values or the motivation or the value proposition that you want to bring to the organization and to that role. Good luck with your next interview.

### Chapter 8 : Competency-based interviews | [www.nxgvision.com](http://www.nxgvision.com)

*Competency-based interviews or structured or behavioural interviews are more systematic, with each question targeting a specific skill or competency. Questions are used to explore behaviour in specific circumstances, followed up by requests for concrete examples to back up the answers.*

### Chapter 9 : Competency Based Interview Questions and Answers

*Competency interviews are an increasing trend among human resource professionals, especially in technical industries and fields. Competency interviews focus on a highly structured set of questions that remove the objective, "touchy-feely" elements out of the interviewing process.*