



INTERVIEW PREPARATION

CAN YOU BACK UP THE CLAIMS YOU MAKE IN YOUR CV?

Anyone can say, “I have strong leadership skills,” or, “I can keep my head in a crisis,” but can you substantiate these statements with real world examples? Competency-based interview questions ask you about your behaviour and actions in specific circumstances. The interviewer will look for a specific example of a problem you addressed, a challenge you faced or a decision you made, as well as an explanation of why you took a particular course of action and insight into the consequences.

Examples of common competency-based interview questions:

- Describe a time when you used your initiative to resolve a difficult problem
- Tell me about a time when you demonstrated good leadership skills
- Tell me about a time when you’ve faced a crisis and how you responded
- Describe a time when you had to win over someone who was reluctant or confrontational Give
- an example of a time when you had to make a decision without having all the necessary information, what was the outcome?
- Tell me about a time when you failed to communicate appropriately, what did you learn?

HOW TO ANSWER COMPETENCY-BASED INTERVIEW QUESTIONS

Employers are not looking for general answers about your behaviour. They are seeking detailed and specific information about an event or experience and how you acted in the circumstances. Whichever way you answer the questions, it’s essential to focus on you and your personal role, as the interviewer will be looking for evidence of how your skills were used to achieve your objectives.

One of the best ways to tackle these questions is to base your answer on a genuine experience using the “STAR” technique:

- Situation – outline the situation you were in
- Task – describe what you needed to do as a result of the situation
- Action – explain what you did, how you did it and why
- Results – describe the successful outcome of your actions using specific examples

GENERAL QUESTIONS THAT YOU CAN EXPECT

- Strengths/Weaknesses?
- What areas of your current job would you need to develop?
- What have you learned about yourself within the last year?
- Where do you see your career heading within the next 1-3 years?
- What is your biggest career achievement to date?





CHECKLIST OF DOCUMENTS TO TAKE WITH YOU

- Your CV that secured you the interview
- Notes you've made (include questions!)
- Job Description
- Application forms (if required)
- Passport (if required)
- Testimonials

ADDITIONAL HELPFUL TIPS AND ADVICE



1. Research as much as you can about the company and the industry if you're new to it. Make sure that you prepare questions to ask the interviewer to demonstrate your engagement and interest. Avoid asking questions about the Company Benefits.



2. Familiarise yourself with the job description. Think about how your experience relates and give examples. Telling short stories that include past experiences and achievements will help you be seen as personable. Practise to get familiar with competency-based questions!



3. Show that your experiences are transferable to the desired role. It is one thing to talk openly about your past work experience, but if it doesn't relate to the job you are being interviewed for, then it isn't worth much.



4. Close the interview by asking 1 or 2 questions. Thank the employer for their time. By doing this you will come across polite and shows that you genuinely appreciate the opportunity.

FINAL POINTS

- Don't forget that your Recruitment Consultant is there to guide you through the interview process, so make sure to contact them for help. Your Consultant is trained to provide you with tips and pointers throughout the process.
- Call your Recruiter straight after
- Finally, good luck!

