

Lesson #9

“Competency-based Questions”

Competency-based questions, also known as behavioral competency questions, are commonly asked in interviews to assess a candidate's specific skills and competencies. These questions aim to understand how you've demonstrated particular qualities or abilities in past experiences. Here are some examples of competency-based questions and tips on how to respond to them effectively:

1. **Tell me about a time when you had to handle a difficult or upset customer.**
 - **Tip:** Use the STAR method (Situation, Task, Action, Result) to describe the situation, your task, the actions you took to resolve the issue, and the positive outcome, such as a satisfied customer.
2. **Describe a situation where you had to work in a team to achieve a common goal.**
 - **Tip:** Highlight your ability to collaborate and contribute to team success. Explain your role, actions, and the positive result of the teamwork.
3. **Can you give an example of a project where you had to prioritize tasks to meet a tight deadline?**
 - **Tip:** Discuss your task management and time management skills. Use the STAR method to illustrate the situation, your task, your actions in prioritizing, and the successful deadline meeting.
4. **Discuss a time when you had to adapt to a significant change in your work environment or project.**
 - **Tip:** Use the STAR method to explain the situation, your role in adapting to the change, the actions you took to adapt, and the positive outcomes, such as successful adaptation or project completion.
5. **Tell me about a situation where you had to lead a team or project.**
 - **Tip:** Describe your leadership competencies by using the STAR method to present the situation, your task or role, your leadership actions, and the successful results or accomplishments.
6. **Explain how you handle conflict within a team or with a colleague.**
 - **Tip:** Highlight your conflict resolution skills. Describe the situation, your role, your actions in addressing the conflict, and the resolution or positive outcome.
7. **Can you give an example of a project where you had to use problem-solving skills to overcome a challenge?**

- **Tip:** Emphasize your problem-solving abilities by using the STAR method to explain the situation, your task or challenge, the actions you took to address it, and the successful resolution.
8. **Discuss a time when you had to take initiative or show leadership in a situation where there was no clear direction.**
- **Tip:** Illustrate your proactive and leadership competencies by using the STAR method to present the situation, your role, your actions in taking initiative, and the successful outcomes.
9. **Describe a situation in which you had to meet a high standard of quality or attention to detail.**
- **Tip:** Emphasize your attention to detail. Use the STAR method to describe the situation, your task or quality standards, your actions to meet those standards, and the successful results.
10. **Explain how you handle pressure or tight deadlines.**
- **Tip:** Highlight your ability to perform under pressure. Use the STAR method to describe the situation, your task or tight deadline, your actions in managing pressure, and the successful results, such as meeting the deadline.

When answering competency-based questions, remember to provide specific examples from your past experiences, be concise, and use the STAR method to structure your responses. This will help you showcase your skills and competencies effectively during the interview.