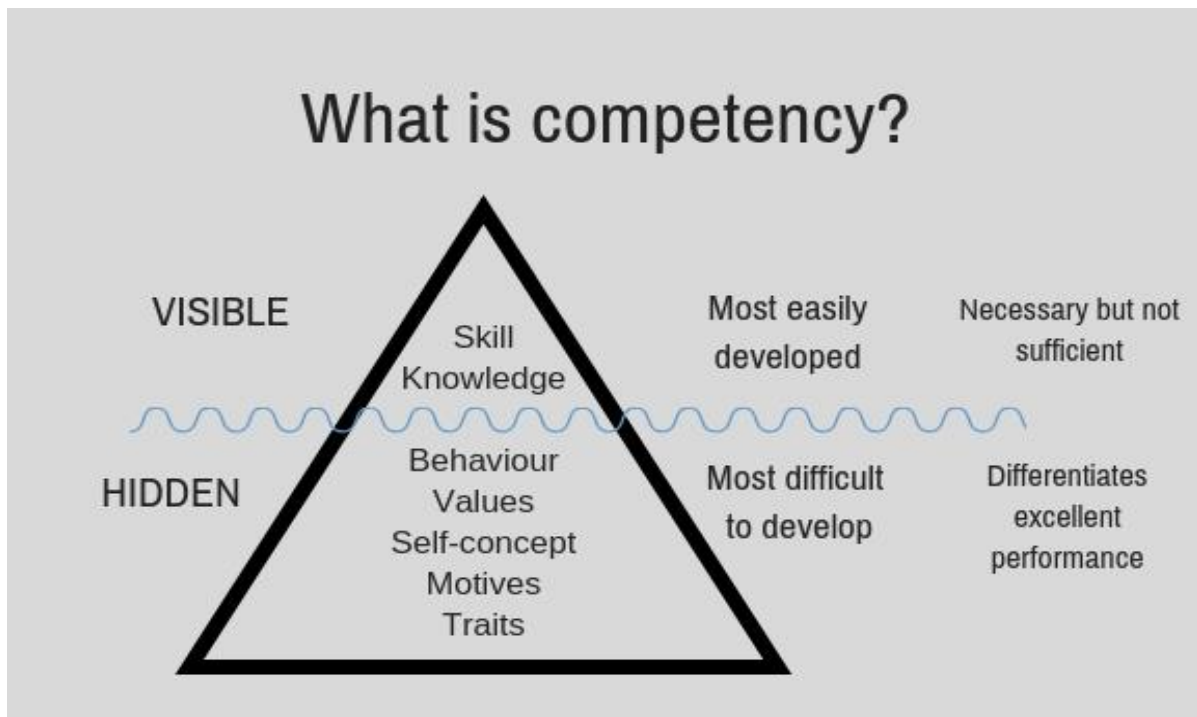


Stepping up at Interview

Competency Based interviews Tips

The purpose of a competency-based interview is to determine whether you have the skills and competencies required to do the job you are being interviewed for. This is assessed based on evidence you provide of where you have previously demonstrated this competency.



Competency is more than skill. It includes the *knowledge* of *how* to do something (e.g. problem solve or analyse), the *skills* to do it well and the correct *attitude* (e.g. it's my role to do this/ I am the responsible person/ I need to include others in the analysis of this problem/ I want to get the best possible result).

Usually the interviewer will say something like:

'This role requires a high degree of proficiency in analysing problems and solving them' (or whatever the competency is that is being assessed). *'Can you give me an example of where you have used this skill?'* (or, can you give me an example of where you have done this?)

This is your cue to present a **STORY** that demonstrates your experience of effectively using this competency.

1. The first step in creating your story is to pick a **GOOD** example of when you've demonstrated the skill. This can take some time and can be very difficult as you may act so instinctively that you don't even recognise the competency for what it is. This is where it's good to talk to others who may be able to see what you can't.

2. A **GOOD** example is

- reasonably recent
- at a sufficiently high level to correspond with the role you're applying for
- demonstrates what action you took and why you took it (your thinking!)
- has a result (whether positive or negative)
- produced some learning for you

A useful **FORMAT** for telling your story is the **STAR** story:

STAR:- Situation Task Action Result

This format helps you to describe how you have used your competencies in previous roles.

Situation is a brief description of the **context** in which you employed the competency

- The organisation you were in (and its priorities)
- Your role and level of responsibility (e.g. staff, budgets, results)
- The key issues at the time or the context which led you to use the competency

Task refers to what you saw as YOUR task in this situation (What was your goal? What did you want to achieve?)

For e.g: My aim in this situation was:

- To get a speedy result
- To minimise reputational damage
- To ensure value for money
- To deal with an issue that could cause untold damage if not dealt with

What **Actions** did you take?

Describe all the actions you took (even the ones you might take for granted)

- Who did you talk to?
- What information did you gather?
- What policies did you consult?
- What options did you consider?
- What tools did you use to help you?
- Who did you direct to do things – why them and not someone else?
- What plan did you put in place...how did you monitor that plan?

What was the **Result** or outcome?

- Did you get a result? Was it what you wanted?
- How did you evaluate the outcome?
- Did you achieve some or all of the outcome you wanted?
- Did it lead to any changes in policy, procedure, systems?
- Did you learn anything new about yourself and operate differently as a result?

By using this format, you can clearly and succinctly show the interviewers how you take responsibility, manage issues and find solutions to problems.

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