

WHAT IS A **COMPETENCY BASED INTERVIEW** ?

Competency based or Behavioural interviews are based on the sensible assumption that past actions are a strong indicator of future performance. Every job will have a list of competencies (see graphic) that are required if an employee is to perform the role to a high standard.

It is entirely reasonable to expect that potential employers will want to check if you have the competencies they are looking for.

The only way to give interviewers sufficient proof you have the competencies they are seeking is to give them a **specific detailed example** of when you demonstrated that competency or behaviour it in the past.



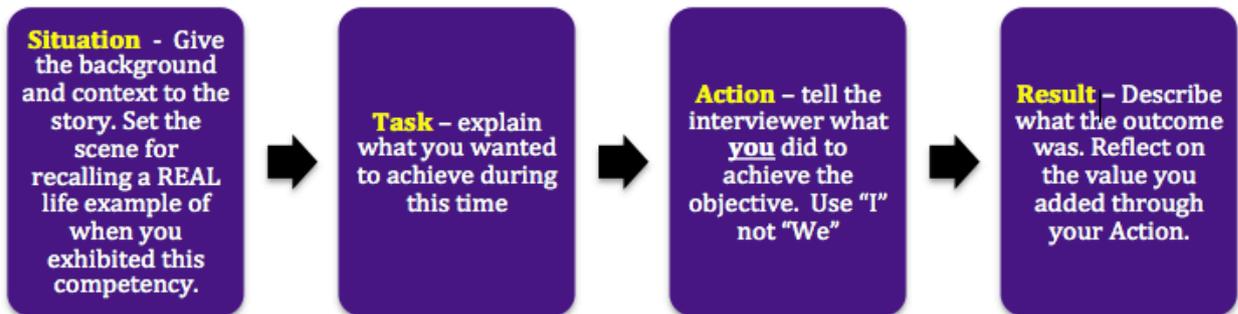
For example, if **finding solutions to problems** is a key criteria for being successful in a role you are being interviewed for they are likely to ask you to:

Describe a time when you were faced with a **problem that needed to be solved** in a very short timescale. What did you do?

It is not enough to talk about what you “always do” or “usually do” when in this situation. When answering you should recall an **actual event** and take the interviewer through how you dealt with the situation.

Constructing your answer using the **STAR** model should ensure that you give them what they are looking for – i.e. detailed proof and evidence that you have shown this competency in the past. The STAR model is simply a way for you to **organise the information**. Think of it as telling a story with a very definite Beginning, (Situation/Task) Middle (Action I Took) and End (Result).

STAR – SITUATION | TASK | ACTION | RESULT



To improve on you answer even further you may wish to add an additional R to the STAR(R) – **Reflection**. Depending on the question it can be very effective to reflect on your answer and mention (i) what you learned from that particular experience or (ii) what you would do differently if you were in the situation again. We can always learn something from our experiences to become more effective contributors and it’s good to let the interviewers know that you know that.

WHAT NEXT?

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