

Example Interview Questions

Competency-based interview questions are designed to assess specific skills, abilities, and behaviours that are essential for success in a particular role. Here are some generic competency-based interview questions that can be adapted for various positions:

Communication:

- Can you provide an example of a time when you had to communicate complex information to a diverse audience? How did you ensure clarity and understanding?
- Describe a situation where you had to resolve a conflict between team members. How did you approach the issue, and what was the outcome?

Teamwork:

- Give an example of a successful collaboration project you were involved in. What was your role, and how did you contribute to the team's success?
- How do you handle working with team members who have different communication styles or personalities?

Problem-Solving:

- Tell me about a challenging problem you encountered at work. How did you approach it, and what steps did you take to find a solution?
- Describe a time when you had to make a quick decision under pressure. How did you prioritise tasks and ensure a positive outcome?

Adaptability:

- Can you share an experience where you had to adapt to a sudden change in priorities or work environment? How did you maintain productivity and focus?
- Describe a situation where you had to learn a new skill or technology quickly. How did you approach the learning process, and what was the result?

Leadership:

- Give an example of a time when you had to lead a team through a challenging project or situation. How did you motivate and inspire your team members?
- Describe a situation where you had to take initiative and lead a change initiative. How did you gain buy-in from stakeholders and overcome resistance?

Time Management:

- How do you prioritise tasks when faced with multiple deadlines? Can you provide an example of a time when you successfully managed your time to meet competing demands?

- Describe a situation where you had to adjust your schedule or priorities to accommodate unexpected changes or emergencies.

Customer Focus:

- Give an example of a time when you went above and beyond to ensure customer satisfaction. How did you handle a challenging customer or client situation?
- How do you gather feedback from customers or clients to improve products or services? Can you share an example of how you implemented customer feedback to drive positive change?

Attention to Detail:

- Describe a project or task where accuracy and attention to detail were crucial. How did you ensure quality and minimise errors throughout the process?
- Can you provide an example of a time when your attention to detail helped identify and prevent a potential issue or mistake?

These questions are designed to elicit specific examples and experiences that demonstrate the candidate's competency in various areas relevant to the job. Interviewers can use follow-up questions to delve deeper into each candidate's responses and assess their suitability for the role.