

GENERIC COMPETENCY BASED QUESTIONS

ABILITY TO LEARN

Definition/ Level: The ability to learn something new within a realistic time frame

- What sort of things do you master quickly? What things have you found difficult to learn in the past and why?

ACCURACY

Definition/ Level: Conducting tasks accurately, with no mistakes

- Everyone makes mistakes at some point. Describe a situation where you made an error. How did you react?
- What do you do to reduce mistakes that occur during your job? How effective is this?
- Was there ever a time when you worked on a project and no or very few errors occurred? How did you ensure that things went smoothly?

ADMINISTRATIVE CAPABILITIES

Definition/ Level: Finding satisfaction executing administrative duties

- What administrative tasks do you enjoy doing? Why? What has the outcome been?
- What administrative tasks do you find unsatisfying?

ANALYTICAL ABILITY

Definition/ Level: A logical, organized and questioning approach to one's position/problem/projects; taking all the details and potential outcomes into consideration, ordering them in a systematic way and devising and executing a strategy based on the conclusion

- Think of a complex problem you had to deal with. What happened?
- Describe a project you ran
- Was there ever a time where you saw a potential problem arising, even before your colleagues/manager did? What did you do? What was the outcome?

ASSERTIVENESS

Definition/ Level: Being firm and confident, without being aggressive

- Was there ever a situation where you felt you needed to assert yourself? How did you do this? What was the outcome?
- Have your ideas/actions ever been questioned by a colleague/manager? What did you do? How did they respond?

COMPUTER LITERACY

Definition/ Level: Knowledge and skills an individual possesses regarding computers and software packages

- Which software packages have you worked with? What did you use them for?
- Which types of equipment have you used in the past?

CUSTOMER SERVICE

Definition/ Level: Ability to identify and cater to customer needs

- Describe a situation where you went the extra mile to satisfy a customer
- Was there ever a situation where you had to deal with an unreasonable or difficult client? How did you handle them?

DECISION MAKING SKILLS:

Definition/ Level: Aptly assessing a situation, evaluating the various potential courses of action and selecting a suitable way of handling it

- Describe a situation at work where it was necessary for you to make a decision which you consider as major

DRIVE AND MOTIVATION

Definition/ Level: Having the aspiration to reach set goals and ambitions, as well as the driving force to go the extra mile

- Give me a few examples of things you have done beyond the call of duty
- How do you measure your own performance?
- What aspects of your performance are you least happy with? Have you tried to address them? In which ways? What has the outcome been?

FUNCTION KNOWLEDGE

Definition/ Level: Knowledge/experience of HR practice – personnel recruitment, labour relations, training and development, counselling, payroll

- How and when did you learn about function x (e.g. payroll)?
- Describe what experience you have had in function x (e.g. labour relations).

GOALS

Definition/ Level: The ability to determine and reach objectives and goals

- Which goals have you recently set for yourself and how did you strive to achieve them?
- Give me an example of a short-term and long-term goal you have set for yourself for the next two years. How are you going about achieving them?

IMPACT

Definition/ Level: One is able to create a positive first impression through personal appearance, confidence, presentation, articulation

- To be observed when interviewing the candidate. Not determined by questions

INITIATIVE

Definition/ Level: The extent to which one can create imaginative solutions in a job situation

- Describe a situation where you needed develop an innovations solution to a specific problem. What actions did you take? What was the result?
- Was there ever a situation where you came up with an idea that ultimately benefited your company? Tell me more about that.

INTEGRITY

Definition/ Level: Unwillingness to compromise one's own or the company's ethical standards – trustworthiness, conscientiousness, reputability

- Has there ever been a situation where you could have taken advantage of someone or of the company?
- Sometimes, people feel a need to stretch the truth to deal with difficult clients. Have you ever had to do that? What was the result?
- Have you ever had to oversell a product to convince a customer to buy it? What did you do? What was the result?

MULTI-TASKING

Definition/ Level: The ability to manage a series of tasks simultaneously

- Have you ever had to manage more than one simultaneously?
- How do you currently manage situations where you are required to manage several urgent tasks at the same time?
- What impact does multi-tasking have on your team or your own performance?

NEGOTIATING SKILLS

Definition/ Level: Communication with another party so that both parties reach a consensus on the outcome of the discussion and are satisfied that a fair outcome was reached

- Have you ever negotiated something which you viewed as important? What were the results of your negotiation?
- Were you ever in a situation where you wanted to do something a certain way and other party involved wanted to do it differently?

- Were you ever in a situation where you had to convince someone senior to you to listen to your point of view? How did you react? What was the outcome?

NUMERACY

Definition/ Level: Performing accurate basic calculations or working accurately with figures

- Which subjects did you enjoy most at school?
- Which aspects of your present job do you like/dislike the most? Why?
- Do you deal with figures in your present position? How often?
- Describe the most challenging figures related problem that you have had to handle

PEOPLE MANAGEMENT

Definition/ Level: Effectively managing staff who perform well and staff who do not perform well

- Do you have any people management experience?
- Describe a challenging situation where you had to manage a staff member whose performance was not up to standard
- How have you responded to staff members who were performing well?
- Do you recognize staff members who perform well? In what ways

PERSISTENCE

Definition/ Level: The Ability to persevere and complete tasks under challenging circumstances

- Describe a specific project that was difficult to execute
- Think of an obstacle that you've had to overcome during your career. How did you overcome it? What was the result?
- Tell me about a situation where you tried everything but still failed. Why do you were unsuccessful?
- How do you deal with a lack of success?

PERSUASION

Definition/ Level: The ability to overcome objections and convince another person that your route/plan/argument is a viable option

- Have you ever persuaded someone to use one of your ideas in a specific situation?
- Have you ever convinced someone who had a different idea than yours to use your plan instead?
- Have you managed to convince someone who was against your ideas, or had his/her own plan in place already, to try your way of thinking?

PLANNING/ORGANISATIONAL SKILLS

Definition/ Level: The ability to establish goals and objectives, decide on a course of action to achieve them, and to allocate time and resources as needed

- Describe the goals and objectives you are working on in your job. How did you determine them?

PROACTIVITY

Definition/ Level: Actively attempting to influence events to achieve objectives, going the extra mile, taking initiative

- Have you had to make an immediate decision without your manager?
- Describe a recent situation where you had to use your initiative to solve a problem

PROBLEM SOLVING ABILITY

Definition/ Level: Evaluating a complex situation and executing a workable solution

- What was the most difficult situation you've had to deal with at work?
- What obstacles have you had to deal with at work?
- Give one example of an obstacle and how you handled it.
- Describe a crisis at work you had to deal with. How did you react?

PRODUCT KNOWLEDGE

Definition/ Level: Having comprehensive knowledge of the product or service you work with

- How do you keep up to date with trends in the field?
- What new developments are surfacing in your area of expertise?
- When have you used/do you use X?

RELATIONSHIPS

Definition/ Level: Being able to establish rapport and a good foundation for a positive working relationship

- Was there a time when you had to create a positive working relationship with difficult colleague or a client? How did you try to create this? What was the outcome?
- At times we all have to create rapport with someone. How do you do this?
- Describe a situation where you quickly established rapport with someone
- How do you handle making friends and establishing a positive working relationship with someone else in your job?

RULES

Definition/ Level: Following the rule when executing a task

- Was there ever a situation where you dealt with a customer and you did not or could not abide by rules? What did you do in this situation and what was the result of your actions

STRESS TOLERANCE

Definition/ Level: Remaining calm and productive in stressful circumstance

- What was the most stressful situation at work during the last six months? How did you handle it?
- Tell me about the pressures of your work situation. How do you manage them?

TASK DRIVEN

Definition/ Level: Being able to focus energy on the specific task needed to complete a project/task on time, being goal-orientated

- What had been the most complicated and taxing project you have successfully completed?
- What has been the most difficult deadline to meet on a project?
- Describe the most difficult goal that you had to meet in your line of work
- What objectives have you set and reached at work?

TEAM MEMBERSHIP

Definition/ Level: Willing committing to a team goal and working successfully with colleagues in a mutually supportive way so as to achieve a common goal

- Have you ever worked as in a team? Why was the team formed and what was the goal? How would you describe this experience? What role did you play in the team? What were the results?
- How do you resolve problems within a team?
- Have you ever been directly responsible for resolving conflict in a team situation?

WRITTEN COMMUNICATION SKILLS

Definition/ Level: The ability to accurately communicate ideas and concepts in a written format

- What has been the most challenging report to write in your job situation?
- Name a few types of reports or proposals you've had to write at work
- What was the goal of the above mentioned? Were you successful?