

# Examples of competency based questions

## Ability to Exercise Authority \ Take Ownership

- What kind of decisions do you make in your present job? Give me some examples of major decisions.
- Describe some recent work related problems and the actions you took to solve them.

## Achievement Drive

- All jobs have frustrations and problems. Describe some examples of specific job tasks or assignments that have been dissatisfying to you. Why are they dissatisfying?
- What motivates \ de-motivates you about your current job? How do you know when you succeed?

## Customer Service Orientation

- Please describe a time that illustrates how you built a relationship with a client.
- In your current job, can you give me some examples of where you have exceeded the expectations of your customers?

## Develop Others

- What have you done to develop the people in your current team?
- If you left \ were promoted tomorrow, do you have a replacement? What did you do to help develop him/her?

## Eye for Detail \ Meticulous

- We've all had occasions when we were working on something that just "slipped through the cracks". Can you give me some examples of when this happened to you? Cause? Results?
- Describe your system for controlling errors in your work

## Flexibility

- Tell me about a situation in which you have had to adjust quickly to changes in organisational priorities. What was the impact of the change on you?
- Which bosses have you worked for most effectively and why?

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## Information Seeking

- Describe a problem you have encountered at work in the last 6 months. How did you go about gathering information to help you make a decision?
- Tell me about the most important decision you have made. How did you go about gathering information to help you make a decision?

## Initiative

- What changes have you tried to implement in your area of responsibility? What have you done to get them underway?
- Describe your involvement in a task or project that had to be done within an agreed time frame and be of an excellent work standard.

## Innovation

- Can you think of a situation you had to handle in which old solutions did not work? What did you do to handle it?
- What did you do differently than your predecessors in the position?

## Interpersonal Skills \ Communication

- What are some of the biggest or most demanding groups you have made presentations to? How did you prepare for it and present it?
- Describe how you document your last project. How did you structure it? How long did it take? What was your involvement specifically? What was the outcome?

## Persuasiveness and Negotiating Skills

- What are some of the best ideas you have ever sold to a superior/peer? What was your approach?
- Give me an example of a situation where you have had impact and been able to influence a group of people to do something.

## Team Work \ Motivation

- Tell me about some of the toughest groups that you have had to get cooperation from. What did you do? Did you have any formal authority?
- How often do you attend meetings with your peers? What role did you play in the last meeting?

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### Tenacity

- **What are some of the biggest obstacles you have had to overcome to get where you are today? Can you relate some experiences in which you felt you persisted too long?**
- **How could the situation have been improved?**

### Tolerance for Stress

- **What kinds of pressure do you feel in your job? How do you deal with them?**
- **How often do you find it necessary to take work home? Why?**

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