

# Oaklands Global Limited

## **What we're looking for**

## **What do we mean by competencies?**

Competencies are the skills, knowledge and abilities you will need to perform in a role.

Examples of competencies include:

- Developing others
- Customer focus
- Two-way communication
- Team working
- Drive and commitment

In a competency-based interview, we'll be looking for what you did, said and thought in specific situations. And in fact interviewers are trained to press you for detailed descriptions of actual behaviour.

## **What sort of questions might you be asked in a competency-based interview?**

How did you do that?

What was your role in the event?

Can you give me an example of a time when you....?

Tell me what you said in that conversation?

What was the first key thing you did?

Tell me about a time when you've received positive feedback from a customer in regards to your excellent service? What was the situation?

Describe an occasion where you had difficulties working with or within a team. What caused the issue?

How did you respond? What was the outcome?

Describe a recent deadline you have had to work to? What did you do to meet it? What was the outcome?

Consider what you did, said and thought.

Ask yourself:

What was the situation?

What did I do?

What was the outcome?

And remember:

Be honest.

Be precise.

Be detailed.