



# BEING SUCCESSFUL AT COMPETENCY INTERVIEWS

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## Learning Outcomes

- **Overview of Competencies**
- **What is Competency Framework**
- **Recruitment process through restructure**
- **Typical features of competency based interviews**
- **How to prepare for competency based interviews and likely questions**
- **Be able to sell/present yourself effectively initially and throughout the interview**
- **Practice being interviewed**



## Competencies

### ➤ What are they?

*“An ability, skill, knowledge or attribute that is needed for successful performance of a job. Often defined in terms of behaviours”*



## Two Types of Competencies

- **Technical** – experience and knowledge required to do the job
- **Behavioural** – behaviours expected in order to do role successfully e.g.  
PS – Communication skills



## Competencies

- **What is a competency framework?**
- **What does competency framework look like?**



## Competencies

- **How was the framework designed?**
- **Job descriptions updated:**
  - **“Job Purpose”**



## **RECRUITMENT PROCESS - RESTRUCTURE**



## Recruitment

- **Advertising**
- **Job purpose**
- **Application form & covering letter**
- **Shortlisting**
- **Interview Waves**
- **Recruitment panels – Competency Interview**
- **Local HR**





## PREPARING FOR THE COMPETENCY INTERVIEW



## PREPARATION FOR INTERVIEW

- **What would you do to prepare for an interview?**
  
- **Features of Competency Interviews:**
  - **Evidence required**
  - **Examples of past achievements**
  - **Probing – funnelling**
  - **Scoring - objective and fair**



## PREPARATION FOR INTERVIEW

### Get to know the job:

- **Advert**
- **Job Purpose**
- **Where the job will be based?**

### Job Purpose

- **Technical Competencies**
- **Behavioural Competencies**
- **Questions directly based on these**



## PREPARATION FOR INTERVIEW

- **When have you demonstrated these behaviours in the past?**
- **What are your best achievements in this area?**
- **Lots of specific examples**
- **Positive and negative**
- **Prepare against a funnelling framework**



## PREPARATION FOR INTERVIEW

- **Research Interview day:**
  - **Interviewers**
  - **Time/logistics**



## PREPARATION FOR INTERVIEW

**Looking the part – group view?**

### **Research shows:**

- **Clean, fresh, tidy...**
- **Dress for important meeting**
- **Dark and plain colours**

### **Avoid:**

- **Extremes**
- **Fussy accessories**
- **Anything too short or too tight**



## THE ACTUAL COMPETENCY INTERVIEW



## THE ACTUAL INTERVIEW

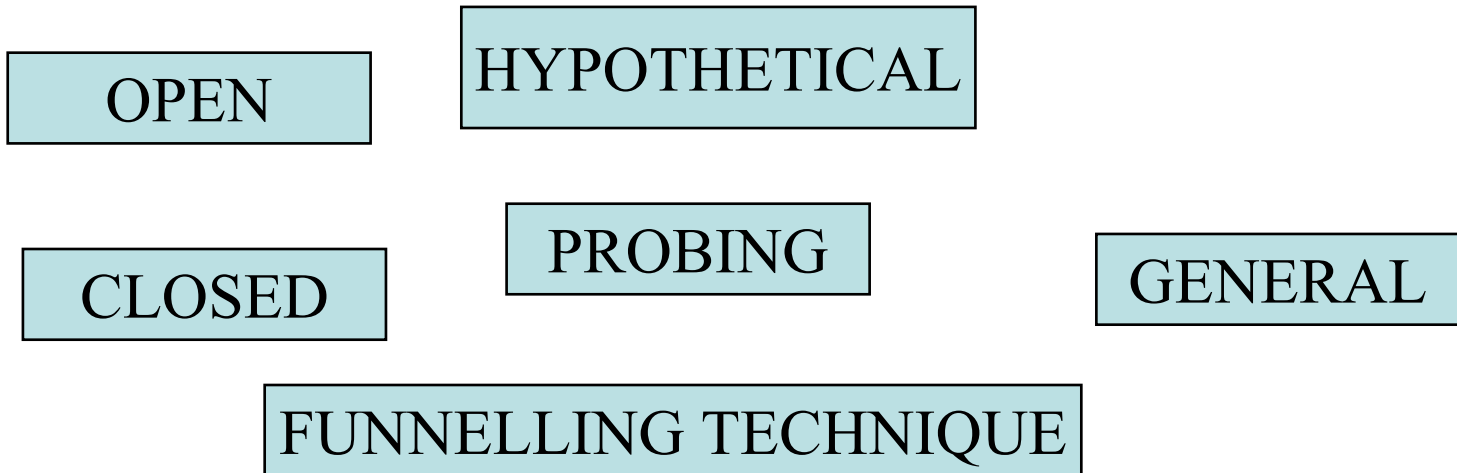
- **Making an entrance:**
  - 1. Smiling**
  - 2. Eye-contact**
  - 3. Shaking hands (if feasible)**
  
- **Halo/Horn effect**





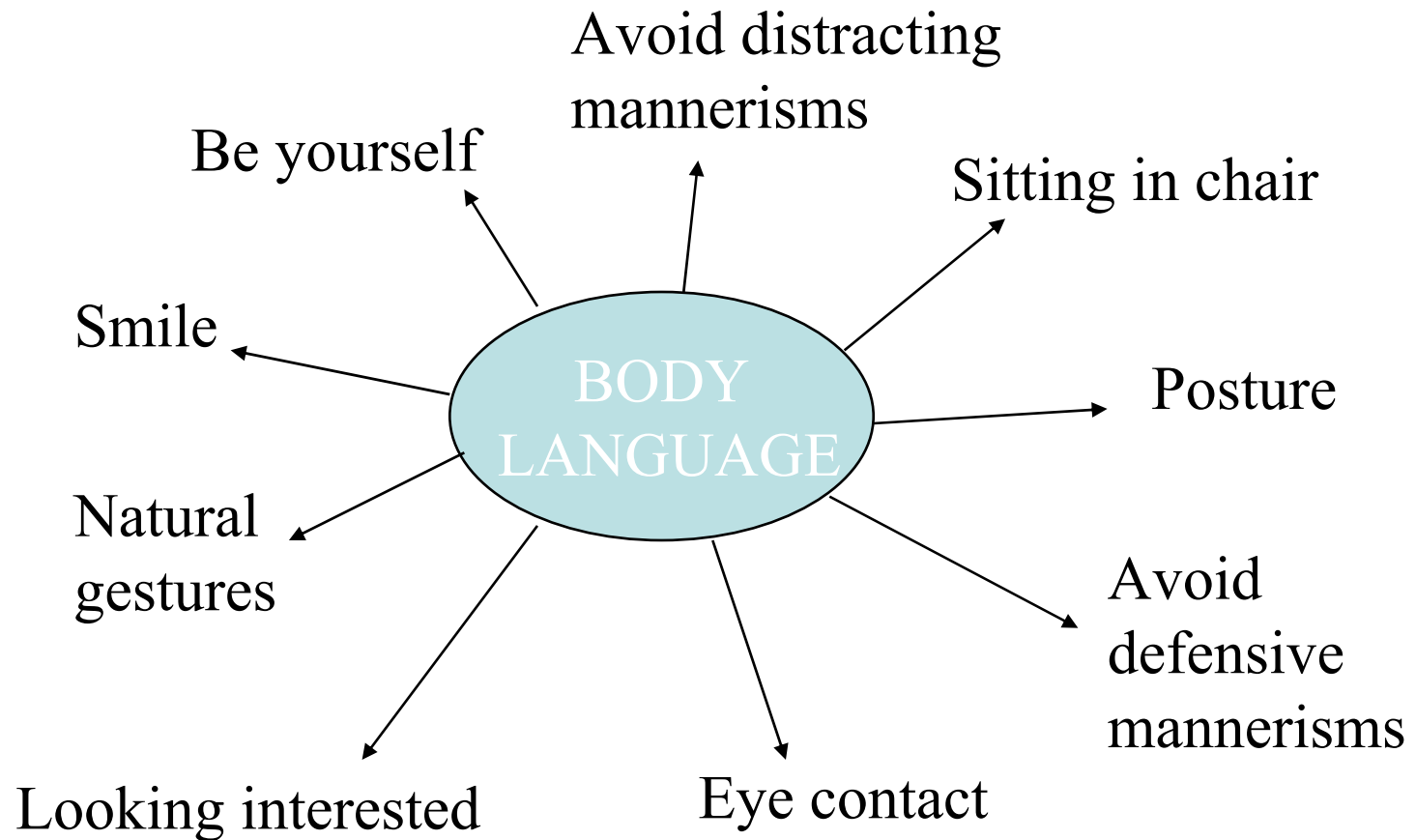
## THE ACTUAL INTERVIEW

**Types of questions you may encounter:**





## THE ACTUAL INTERVIEW





## THE ACTUAL INTERVIEW

**Practical exercise: interviewing each other**

- **Groups of 3**
- **Interviewer/interviewee/observer**
- **Ask questions from flipcharts**



## END OF THE INTERVIEW AND BEYOND..



## END OF INTERVIEW & BEYOND

- **Questions to ask interviewer or interview group?**
- **What happens next?**