

Recruiting people who are changing the world through cutting edge technology.

Top performing businesses generally hire for attitude and train for skills.

Competency based interviewing is a powerful way of assessing and evaluating the suitability of a potential employee, against pre-set criteria. And, by looking at past behaviour, you will have a clearer idea of what their future performance and attitude will be.

Before you begin creating your competency questions, you need to take time to understand the pre-set criteria you wish to measure them against.

What core competencies should I test for?

Depending on your business, you may have a long list of criteria, but try to identify the top five that you absolutely must have. Examples of essential skills may include:

- Analytical and / or strategic thinking
- Strong team player
- Self-initiative
- Able to develop others
- Able to deliver results consistently
- Great at planning and organising
- Able to build strong relationships
- Strong communication skills

What should I consider when preparing my questions?

When preparing your questions, remember to make them open questions (how, what, when, why or describe). Open questions entice the interviewee to open up and speak freely about their knowledge, skills and experiences.

Try to avoid theoretical type questions, as these types of questions only indicate the scope of the candidate's imagination, and does not reflect their knowledge. Examples of theoretical questions are:

- How would you deal with _____?

You should also avoid leading questions, as these elicit only 'yes' or 'no' responses and do not provide you with much insight into the individual.

Finally, try not ask questions such as "Tell me about yourself" or "What are your strengths?" as these are too vague. These types of questions are typically asked in interviews, and therefore it is easy to prepare a 'canned' response in advance. In addition, since these types of questions are well rehearsed it is impossible to differentiate one interviewee's response from another.

What type of questions should I ask?

Behavioural type questions should always be included as these draw on real life scenarios to gauge future actions. For example, questions that begin "Tell me about a recent example of when you had to deal with _____", will elicit a past situation and how the interviewee dealt with it.

Below we have provided samples questions for some key competencies:

How you manage you top team

-Give me an example of a difficult situation that you have had to handle within your team.

Self-Motivation

-Tell me of a challenging goal you have set yourself, and how you went about trying to achieve it? Did you achieve it?

Managing the Customer Relationship

-Give me an example where you have turned around a customer relationship.

Leading and Helping Others to Learn

-How have you motivated difficult team members?
- In what way have you motivated those around you to achieve team goals?

Bringing Innovation to Problem Solving

-Give me an example of a situation at work where you've found a better way of doing things.

Planning

-Tell me about a time when you didn't meet an objective / deadline and what you would do differently next time.

Technical Expertise

-What is the relevant technical expertise that you bring to this role and how would you evidence this?

How can I get further assistance?

We would be happy to talk to you about your needs and then introduce you to some candidates, who we feel would suit your organisation.

Just phone us on 020 8123 7769 or email us: rod@resourceondemand.com and one of our team will be happy to help.