



## Competency Based Questions (TLG-INT-2)

Listed below are various competency based question examples. Use the CAR technique to answer some of them. Before verbally answering them, first right down your answer, it's a great way of learning and remembering your responses.

### **Responsibility**

Q. When have you taken responsibility for a difficult task at work?

### **Problem Solving**

Q. Describe a time when you solved a difficult problem at work?

### **Decision Making / Assertiveness**

Q. When did you make a difficult decision within a team that most people were against?

### **Adaptability**

Q. Can you give an example of when you have supported change within an organisation?

### **Customer Service**

Q: Describe a time when you had to deal with an angry customer? What did you do and how did you resolve the situation?

### **Communication**

Q. Describe a time when you used your communication skills to get across an important point of view?

Q. Describe a time when you had to present an idea to a group of people?

### **Decision Making**

Q. What is the toughest decision you have ever had to make whilst at work? Why did you make the decision and what was the outcome?

Q. When have you made a mistake at work?

### **Interpersonal Skills**

Q. Describe a situation when you had to work with someone who you didn't get along with.

### **Teamwork**

Q. Describe a time when you helped a new member of a team to integrate into the workplace.

Q. Describe a difficult and time-sensitive task you achieved whilst working as part of a team? What role did you play in ensuring the team task was a success?

### **Leadership**

Q. Describe a situation you were in when you motivated a difficult member of a team?

Q. Describe a time when you managed an under-performing member of staff?

Q. Tell me about a project you led from beginning to end. How did you plan for the project to be a success and how did you monitor progress?