

## Typical Competencies and Example Scenario-Based Questions

Below (on page 2) you will find some example competencies that are regularly in demand. You will also find below some example scenario-based questions for each competency listed. There are an infinite number of questions that could be asked for each competency. Use these examples as a guide but be prepared for different questions around each competency listed in the job posting and be ready to flex your answer / story accordingly.

### Advice for handling scenario-based questions:

- Scenario-based interview questions (sometimes called situational questions) are very similar to behavioural interview questions. While behavioural interview questions require you to *reflect on past work experiences*, situational questions require you to explain *how you would approach and handle* work-related scenarios. They are typically focused on the same competencies as behavioural questions and their focus is on those competencies required to handle common situations on the job. Even though you are required to explain *how* you would handle something in the future, backing this up with an example STAR story of how you handled it in the past will strengthen your answer and credibility.
- To prepare, research the organization, culture, and requirements of the position. Identify the competencies in the job posting and the behaviours that will show you are a fit for the organization e.g., if they have a culture of respect for others, and teamwork is listed on the job posting, you will likely get scenario-based questions about these, such as *“If you and a co-worker disagreed about how to handle an aspect of the job, how would you deal with that situation?”* Or *“If you saw that a colleague was struggling with a heavy workload, what would you do?”*
- Start your answers by walking the interviewer through the steps you *would* take to handle the situation, emphasizing skills relevant for the job and then provide an example STAR story as evidence to back up your success in using this approach previously.

### Example Scenario-Based Question and Answer

*Question: Imagine you made a mistake on the job. How would you handle it?*

I’ve always been a firm believer in owning up to my mistakes. Honesty and accountability are very important to me. The first thing I would do is quickly see if I could easily rectify the problem to minimize any impact. I would also inform my supervisor of the issue and my proposed course of action. Once the situation was resolved, I would review it to see how I could prevent similar mistakes in the future and learn from the experience.

For example, in my last job at ABC Retail company, I noticed that I had made a mistake with a customer order and had sent them the wrong size garment. I quickly rectified the problem in the system to ensure the correct order was dispatched immediately. I informed my supervisor of the mistake as well as my actions to fix the issue, quickly contacted the customer to apologize for the error and assured them that the correct order was on its way. The customer thanked me for taking such quick action and appreciated the call. I learned from the mistake and implemented a system for future orders to check the details before confirming them, resulting in 100% accuracy from that point onwards.

Competency	Example Scenario-Based Questions
<ul style="list-style-type: none"> <li>Adaptability to Change</li> </ul>	<ul style="list-style-type: none"> <li>Imagine you have to learn a new skill at work. How would you approach it?</li> <li>How would you feel if you had to change departments at short notice?</li> </ul>
<ul style="list-style-type: none"> <li>Client/customer service</li> </ul>	<ul style="list-style-type: none"> <li>How would you ensure you delivered an exceptional customer experience in this role?</li> <li>How would you handle a difficult customer who was not happy with the service provided?</li> </ul>
<ul style="list-style-type: none"> <li>Leadership Skills</li> </ul>	<ul style="list-style-type: none"> <li>If you were asked to lead a project team how would you ensure it went smoothly?</li> <li>How would you motivate someone to deliver on a task if they were resistant to it?</li> </ul>
<ul style="list-style-type: none"> <li>Communication Skills</li> </ul>	<ul style="list-style-type: none"> <li>How would you describe a technically complex procedure to a non-technical person?</li> <li>If someone at work misunderstood you and it led to a conflict, how would you handle that?</li> </ul>
<ul style="list-style-type: none"> <li>Problem-solving</li> </ul>	<ul style="list-style-type: none"> <li>How would you come up with a new approach to solving a problem?</li> <li>When faced with a challenging situation, what would you do?</li> </ul>
<ul style="list-style-type: none"> <li>Team Skills</li> </ul>	<ul style="list-style-type: none"> <li>Imagine you are on a team project with a tight deadline. What would you do to contribute to the team's success?</li> <li>Your project is in danger of going off track. How would you ensure it stayed on target?</li> </ul>
<ul style="list-style-type: none"> <li>Determination</li> </ul>	<ul style="list-style-type: none"> <li>When faced with what seems like an "impossible" challenge, what would you do?</li> <li>How would you respond if you failed to achieve a goal at work?</li> </ul>
<ul style="list-style-type: none"> <li>Decision Making</li> </ul>	<ul style="list-style-type: none"> <li>When faced with a problem requiring a quick decision, how would you come to a decision?</li> <li>How would you tackle a complex decision at work outside of your area of expertise?</li> </ul>
<ul style="list-style-type: none"> <li>Accountability</li> </ul>	<ul style="list-style-type: none"> <li>If your work was criticized, how would you respond?</li> <li>Imagine you made a mistake on the job. How would you handle it?</li> </ul>
<ul style="list-style-type: none"> <li>Conflict Resolution</li> </ul>	<ul style="list-style-type: none"> <li>Imagine you have a disagreement with a co-worker. How would you resolve it?</li> <li>If you learned that a co-worker took a sick day but was really off having fun, what would you do?</li> </ul>
<ul style="list-style-type: none"> <li>Influencing / Relationship building</li> </ul>	<ul style="list-style-type: none"> <li>If you disagreed with your boss, what would you do?</li> <li>How would you win someone over who was initially not keen to work with you?</li> </ul>