

### Typical Behavioural Competencies and Example Behavioural Questions

Below you will find some example competencies that are regularly in demand. You will also find below some example 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 and be ready to flex your story accordingly. The words in bold are trigger words that give you a clue that it is a behavioural question requiring a STAR response.

Behavioural Competency	Example Behavioural Questions
<ul style="list-style-type: none"> <li>Adaptability to Change</li> </ul>	<ul style="list-style-type: none"> <li><b>Tell me about a time</b> you had to learn a new skill following a change at work or school</li> <li><b>Describe a time</b> when you had to adapt to a new environment or situation</li> </ul>
<ul style="list-style-type: none"> <li>Communication Skills</li> </ul>	<ul style="list-style-type: none"> <li><b>Tell me about a time</b> you had to present complex information to a group.</li> <li><b>Describe a time</b> when you misunderstood someone. What did you do?</li> </ul>
<ul style="list-style-type: none"> <li>Leadership Skills</li> </ul>	<ul style="list-style-type: none"> <li><b>Tell me about a time</b> you took the lead on a project</li> <li><b>Tell me about a time</b> you had to motivate others to complete a job/task</li> </ul>
<ul style="list-style-type: none"> <li>Client/customer service</li> </ul>	<ul style="list-style-type: none"> <li><b>Describe a time</b> you went above and beyond to ensure an outstanding client experience</li> <li><b>Tell me about</b> the most challenging client/customer situation you have had to deal with</li> </ul>
<ul style="list-style-type: none"> <li>Influencing / Relationship building</li> </ul>	<ul style="list-style-type: none"> <li><b>Tell me about a time</b> you had to persuade someone to your point of view</li> <li><b>Tell me about a time</b> when you won someone over</li> </ul>
<ul style="list-style-type: none"> <li>Negotiation Skills</li> </ul>	<ul style="list-style-type: none"> <li><b>Tell me about</b> the toughest negotiation you ever had to handle</li> <li><b>Can you provide an example</b> of how you used your negotiation skills for a win-win result?</li> </ul>
<ul style="list-style-type: none"> <li>Problem-solving</li> </ul>	<ul style="list-style-type: none"> <li><b>Describe the most</b> creative solution you have ever conceptualized and implemented</li> <li><b>Tell me about</b> the most challenging problem you ever had to solve</li> </ul>
<ul style="list-style-type: none"> <li>Team Skills</li> </ul>	<ul style="list-style-type: none"> <li><b>What has been your most</b> impactful contribution to a team in the past?</li> <li><b>Tell me about a time</b> when a project was going off the rails. What role did you play in ensuring the team got back on track?</li> </ul>
<ul style="list-style-type: none"> <li>Determination</li> </ul>	<ul style="list-style-type: none"> <li><b>Can you describe a time</b> when you didn't give up despite facing many challenges?</li> <li><b>What specific success</b> in your life do you attribute to your determination?</li> </ul>

<ul style="list-style-type: none"> <li>Decision Making</li> </ul>	<ul style="list-style-type: none"> <li><b>Talk me through</b> a recent decision and the steps you took to come to a conclusion</li> <li><b>Give me an example</b> of a time you had to think quickly on your feet and come to a decision</li> </ul>
<ul style="list-style-type: none"> <li>Accountability</li> </ul>	<ul style="list-style-type: none"> <li><b>Can you give an example</b> of time when your work was criticized? How did you respond?</li> <li><b>Tell me about</b> a goal you set for yourself and the steps you took. What was the outcome?</li> </ul>
<ul style="list-style-type: none"> <li>Conflict Resolution</li> </ul>	<ul style="list-style-type: none"> <li><b>Tell me about a conflict</b> you had with another person. How did you handle it?</li> <li><b>Provide an example</b> of a time you disagreed with your manager, professor or instructor. What did you do?</li> </ul>