



TEK INTERVIEWING

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Competency based interview – questions guide

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PREPARE

Listen carefully to the question and think of an event. Take a few seconds to ensure you have the best example you can. Don't rush it.



SITUATION

Describe a specific event or a situation that you were in. The who, what, where, when etc.



TASK

Explain the task you had to complete, highlighting any specific challenges or constraints e.g. deadlines, issues or costs.



ACTION

Describe the specific actions that you took to complete the task. These should highlight desirable traits the interviewer is looking for.



RESULT

Close with the result of your efforts. Include figures to quantify the result if possible.

And remember, do not think of new details as you answer. Say what you had planned for and end.



Behavioral Interview Questions

Client Facing Skills

Tell me about a time where you have exceeded customer's expectations. What did you do? How did you know that it exceeded expectations?

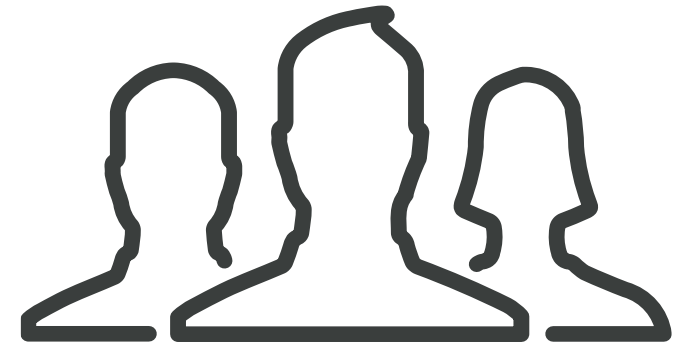
- Tell me about a time where you had successful customer working relationships. Why was it successful? What did you do?
- Tell me about a particularly difficult situation with a customer. What did you find difficult to handle? How did you handle the situation? What was the outcome?
- Give me an example of a time when you have gone out of your way to support / assist a customer. What did you do?
- What is the most difficult situation that you have been in with a client? Why, how did you deal with this, was the outcome satisfactory?
- Give me an example of a time when you had to listen very carefully to a customer. How did you check whether you had all the information?
- What is your definition of 'excellent' customer service? Tell me about a time when you went beyond the call of duty to help a customer.



** Ask one question from each section relevant to the candidate's prior experience*

Teamwork

- Describe a time when you contributed to the success of a team.
- What do you like most about working with others? What least?
- Give me an example of how you have responded to a colleague who seemed overworked or stressed.
- Give me an example of when you had to support others in a team.
- Tell me about the best team you have worked in and why it stands out positively in your mind.
- Tell me about a time when you worked with a colleague who was not completing their share of work. What did you do??
- Talk about a time when you had to work closely with someone whose personality was very different from yours.
- Give me an example of a time you faced a conflict while working on a team. How did you handle that?



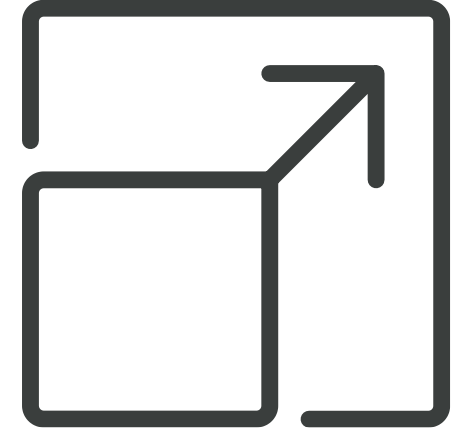
** Ask one question from each section relevant to the candidate's prior experience*



Behavioral Interview Questions

Ability to Adapt

- Tell me about a time you were under a lot of pressure. What was going on, and how did you get through it?
- Describe a time when your team or company was undergoing some change. How did that impact you, and how did you adapt?
- Tell me about the first job you've ever had. What did you do to learn the ropes?
- Give me an example of a time when you had to think on your feet in order to delicately extricate yourself from a difficult or awkward situation.
- Tell me about a time you failed. How did you deal with the situation?
- Tell me about a situation where you had to break down a problem in to smaller parts. What did you do? What was the outcome?
- Tell me about a situation where you had to adjust quickly to changes over which you had no control. What strategies did use to handle the situation?



** Ask one question from each section relevant to the candidate's prior experience*



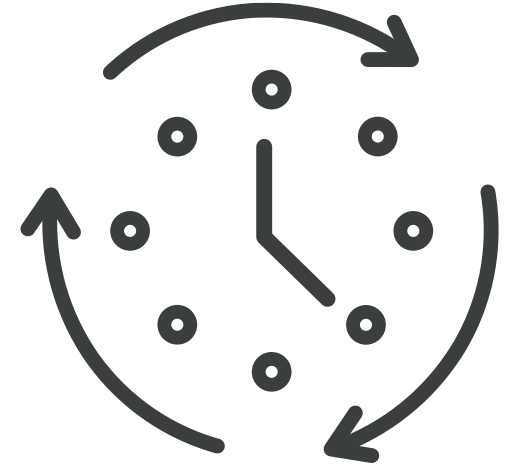
Behavioral Interview Questions

Time Management Skills

- Give me an example of an important task you have had to plan and organize. What mechanisms did you put in place to ensure you met your targets / deadlines?
- Tell me about a time when a project you were in charge of fell behind schedule. What did you do about it?
- Tell me about a piece of work you have been responsible for from start to finish. How did you plan? What were your deadlines? How did you ensure you met your deadlines?
- Describe a time when you had to resolve a difficult problem on your own. How did you go about it?
- Please provide an example of when time pressures prevented you spending a lot of time on a task.

What implications did this have on your work?

- Give me an example of a time when you set a goal and were able to meet or exceed it.
- Describe a situation where you had to work under pressure. How did you react?
- Tell me about a time when you became disheartened with a task.



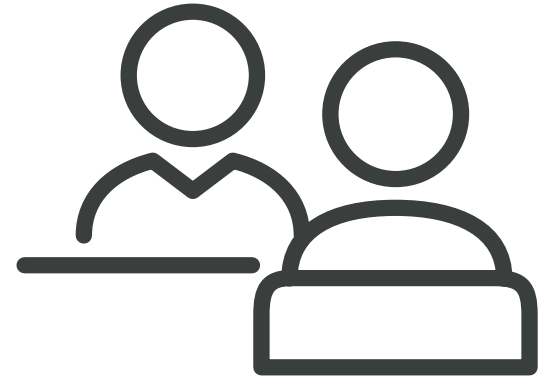
** Ask one question from each section relevant to the candidate's prior experience*



Behavioral Interview Questions

Communication Skills

- Give me an example of when you have written an important letter or email to a client / customer. How did you ensure it was clear to the reader? What feedback did you receive?
- Give me an example of when you had to explain something complex over the telephone. What was difficult? Would you act differently next time?
- Tell me about a time when you found it difficult to keep someone's attention. What did you do?
- Tell me about a time when you had to communicate a complicated idea to others. How did you go about this? How did you plan to communicate this, so they understood? How did you check their understanding?
- Give me an example of a time when you were able to successfully persuade someone to see things your way
- Tell me about a successful presentation you gave and why you think it was a hit.



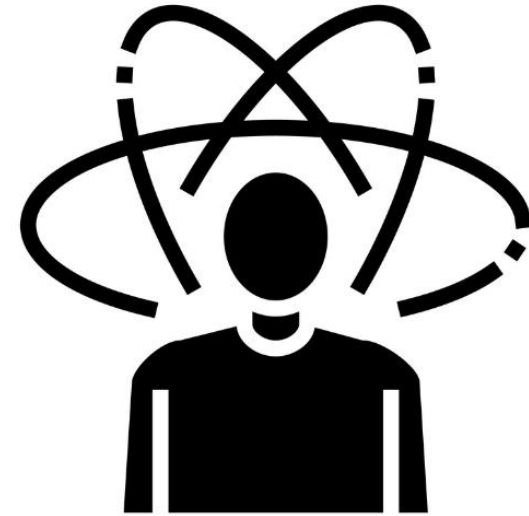
** Ask one question from each section relevant to the candidate's prior experience*



Behavioral interview questions

Dealing with ambiguity

- Can you tell me what ambiguity is?
- How do you approach ambiguity in the workplace?
- Tell me about a time you faced ambiguity in your workplace and what the outcome was ?
- What did you learn from that experience and how have you applied this learning in your day-to-day tasks ?
- Can you tell me about a time you have helped a peer /team member understand ambiguity and what the outcome was ?
- Describe a moment outside of work when you had to make a decision without all the details.



** Ask one question from each section relevant to the candidate's prior experience*



Behavioral interview questions

Evaluating empathy

- *What does empathy mean to you?*
- *When is it most important to use empathy?*
- *Can you tell me about a time you used empathy to solve a problem?*
- *How would you describe the relationship between empathy and leadership?*
- *How would you describe your relationships with previous colleagues?*
- *Tell me about how well you work with a group?*
- *Tell me about a time you had help from a peer on a problem and how you shared the credit for success with them ?*
- *When someone shares a great idea with you , how do you make sure that they get credit for sharing that idea and helping you ?*
- *How would you describe the relationship between empathy and collaboration?*
- *What's your first reaction when someone asks you for help?*
- *Describe your reaction to constructive criticism?*
- *Would you describe yourself as a team player? And how do you demonstrate this ?*
- *Would others describe you as a team player? What do they see ?*
- *Tell me about a time you had a positive impact on someone you work with ?*
- *Describe a time when you had to deliver challenging news to someone?*
- *What is your process for delivering negative news versus positive news?*
- *Tell me about the last time you became upset at work. How did you react?*
- *What's your process for resolving disagreements at work?*
- *How would you say empathy relates to success in this role?*



** Ask one question from each section relevant to the candidate's prior experience*



Technical/ Skills Based Questions

- Are you interested in computer/ cloud related topics?
- Do you have any computer or gaming related interests?
- Have you ever tried to install Windows, Office or any other applications by yourself?
- Do you use any Microsoft Products? (If Yes which ones; and to what proficiency)
- Have you ever worked with any programming languages before? What did you do?
- What's a proxy server?
- Tell me some commands you often used in Linux?
- Etc.



** Adapt your questions
based on job description
profile*



Cultural Fit Interview

- *Do you prefer to work individual or in groups? Why?*
- *What kind of work environment promotes your productivity best? Why?*
- *Would you like to get your answer through the annual performance review meetings or through the daily/weekly meetings? Why?*
- *What do you hope you can achieve in your first six months at the company?*
- *What would make you quit your job in the first month?*
- *In a difficult project, to mobilize everyone in the group, what would you say or do?*
- *What do you like about your current job (or previous job) that you would like our company to have too?*
- *Have you ever found that company policy is unfair and ineffective? If so, which policy and why? What have you done or will do in this case?*
- *Your manager gives you a lot of work right before the end of the workday. How do you answer this?*
- *If you thought there was a better way to solve the problem, but when giving feedback, the former employee said, "It's always been like that", what would you say?*