

UNIT 5

Advanced interview techniques

- Handling competency-based questions
- Demonstrating your skills
- Talking about your weaknesses
- Asking questions of your own
- Dealing with telephone interviews

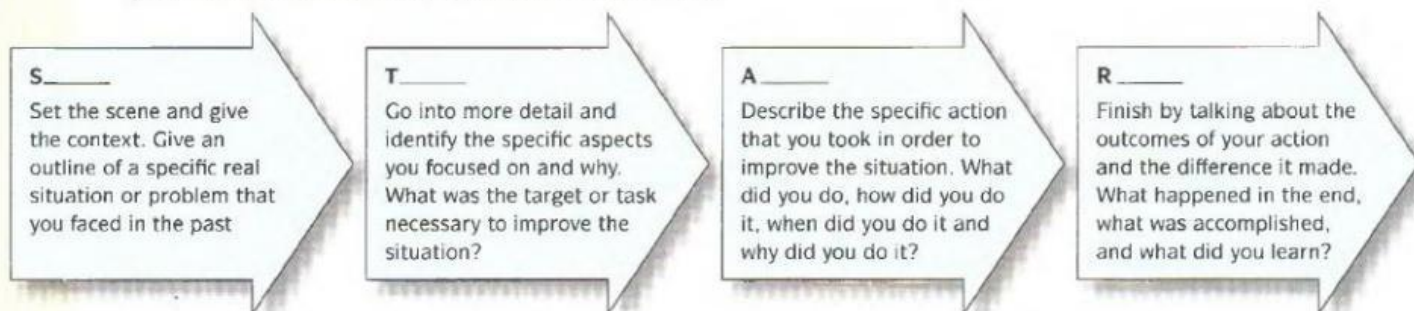


Handling competency-based questions

Competencies are a combination of knowledge, skills and behaviour required to do a specific job.

- 1 a In pairs, ask and answer one of the following interview questions.
 - 1 Tell me about a time when you had to make a difficult decision.
 - 2 Tell me about a time when you *demonstrated good customer service*.
 - 3 Tell me about a time when you showed strong leadership skills.
 - 4 Tell me about a time when you played an important role in a team.
 - 5 Tell me about a time when you experienced pressure at university or at work.
- b ▶5.1 Listen to three people each answering one of the questions in Exercise 1a successfully. Identify which question each speaker is answering.
Speaker 1 ____ Speaker 2 ____ Speaker 3 ____
- c In pairs, discuss how you think each story ends. What would be an impressive conclusion to each story, to really demonstrate that the speaker possesses the necessary competency?
- d ▶5.2 Now listen to the rest of the extracts to check your predictions in Exercise 1c. Were your ideas similar?
- e The questions in Exercise 1a are all examples of competency-based questions. In pairs, discuss the following questions.
 - 1 What is an interviewer looking for in competency-based questions?
 - 2 Why is it essential to prepare stories before your interview?
 - 3 How common are competency-based interview questions?
- f ▶5.3 Listen to two recruitment experts, Grace and Oliver, discussing competency-based questions and compare their ideas with your answers in Exercise 1e.

- g A common technique for planning and structuring answers to competency-based questions is the STAR method. Look at the diagram below. What do you think the initials S, T, A and R stand for?



- h ▶ 52 Listen to the extracts in Exercise 1d again. For each story, identify the four sections (S, T, A and R).

- i Look at the sentences from the candidates' stories and answer the following questions.

- 1 Which phrasal verb is used to describe an unexpected success?
- 2 Which phrasal verb is used to introduce an unexpected cause?
- 3 Which phrasal verb is used to introduce an unexpected result?

*It **turned out** that his accountant had been taken ill ...*

*So we actually **ended up** getting paid within a week ...*

*So it all **worked out** in the end.*

- j Prepare a STAR diagram for one of the questions in Exercise 1a. Try to use the three phrasal verbs in Exercise 1i.