

## Competency Based Interview Questions and Answers examples

### Interview Question 1 - Tell Me About a Time When You Failed

can you tell me about a time when you failed an example answer is in my previous job as a project manager I was leading a team to implement a new piece of software for our client I needed to ensure that the project was completed on time within budget and met the client's expectations and requirements during the project we encountered a major technical issue that I was unable to resolve on my own I didn't want to disrupt The Specialist technical team further as they had already assisted us on the project unfortunately my attempts to fix the issue only made things worse and this misjudgment caused a significant delay to the project I now decided to reach out to the technical team and be transparent about the issue I also checked how long it would take to fix so I could update our client I then contacted the client so they were aware of the delay finally I worked collaboratively with the technical team to find a solution that not only resolved the issue but prevented similar problems from arising in future and the client said that this only caused minimal delays on their side now you might have noticed in that answer that I used the star method if you're subscribed then you're used to my star method questions and answers this method keeps your answer structured impactful and memorable and it keeps the interviewer engaged so what is the star method star stands for situation task action result it can also be

### What is the STAR Method?

referred to as the star interview method or the star technique the star method is a framework that you can use to structure your answers while covering all the points that the interviewer is looking for I cover the top 22 star method interview questions and answers in this video

I'll link that in the description so let's look at how that answer to tell me about time you

failed fits into the star method so you can use key areas in your interview so the situation is

that you were working on a project the task was to complete the project on time in budget and fix the technical issue the action was communicating with the technical team and the client and

the result was that the issue was fixed and had no major delays to the client so why is this a

good answer and how can I use it so this answer clearly explained what the failure was it was

trying to fix the issue yourself and not wanting to disrupt another team instead of going to the specialist to fix a specialist issue and that's what the interviewer wants to know so a common

interview mistake is candidates try to turn their answer into too much of a hero story which sounds inauthentic so in your interview you want to share a time when you actually had an oversight

a misstep or didn't double check something or similar like in this answer the key is to talk about how you overcame it or what you learned or both as long as it doesn't make your answer

too long the strongest part of that answer is here where it talks about being transparent

and going to the right team to communicate the issue then communicating with the client because it shows that you're able to consider the impact of actions you've taken and take steps that may be uncomfortable to get that fixed so I say this often but communication should always underpin your approach when you're dealing with a potentially negative situation at work where the conflict failure or anything else if you're not in management then you can use an example like forgetting to attend a crucial meeting over promising or failing to follow through on a commitment to a colleague question two is why should we hire you so this question is Competency

#### Interview Question 2 - Why Should We Hire You?

Based because it's an overall assessment of your ability to do the job your overall competency as opposed to assessing a specific area like failure like in the last question so I'm going to use a receptionist role as an example here I believe a strong receptionist is one that has a range of strengths I have a variety of transferable skills and relevant experience that I think would make me ideal for the role I have a proven track record of consistently delivering high quality customer service even in pressurized and challenging environments such as company event days where we have hundreds of visitors to the reception area so I'm used to dealing with volume I think an effective receptionist is one who is adaptable as well as one that visitors are comfortable to approach and I have excellent results from customer feedback surveys in my last role customers feedback that they thought I had a warm and friendly demeanor and paid attention to detail I also noticed on the job description that initiative is key in this role so I wanted to share how I've used my initiative in my previous role I noticed the high volume of callers to the company so I researched ways to reduce the wait time for quarters and streamline the meeting room booking process by suggesting we implement a new phone system and scheduling software for a more efficient process this ended up saving time and reducing my colleague's workload a lot of people struggle with the question why should we hire you it's a really common interview question so if this is helpful do leave a comment and click like this helps this question show up for more people on YouTube and there are other ways to support the channel as well such as buying me a coffee if you've already had great results so this steps on how to do that in the description box below so why is this a good answer and how can I use it this answer demonstrates so much that you can and should use in your interview for an impactful answer so first of all start your answer by explaining that there is more than one reason that they should hire you this preps them for a multi-faceted answer you're about to hit them with a massive ton of skills that make you the best choice that's why I started here with a strong receptionist has a range of skills or I have a variety of skills or I have a combination of is fine too then phrases like

such as here where it mentions company event days are key this is similar to the phrase for example because that indicates that you are going to back up the skill you've just mentioned with a quick example like company event days the next part is really powerful because it builds up an ideal candidate and then explains how you fit perfectly into that mold here where it says an effective receptionist is one who is adaptable as well as comfortable to approach then explains that you are that and there's the proof the customer survey so in your interview anywhere where you can include short examples or proof is key and here's the power tip whenever you say I noticed on your LinkedIn page or I noticed on the job description or your company website that is you sneaking into the answer that you prepared for the interview which is music to the interviewer's ears because it means that you are taking the job seriously then it ends here with a strong example that links to what they're looking for in the job which is initiative in your own interview any examples you can include that solve multiple problems in one are basically a home run answer now I didn't use the star method in that answer you can use the star method example but be aware that it makes your answer longer so the rest of your answer needs to be very structured so that you don't lose the interviewer's attention question three is describe yourself in three words

### Interview Question 3 - Describe Yourself in Three Words

this question is indirectly testing your company and see do the words you use to describe yourself match with key behaviors and characteristics required in the role so here's how to choose words that the interviewer needs to hear in order to decide that you are the perfect candidate for the job look at the job description before your interview the words on there describe what they want to see particularly under skills experience or behaviors so here's an example so let's say that you're going for a marketing specialist role and three of the the behaviors and skills are curiosity persuasiveness and analytical nature so here's what that would look like in an answer yes I can describe myself in three words the first word I would use is curious I love the challenge of understanding consumer behavior and finding new and innovative ways to reach and engage with them marketing is always evolving and I find it exciting to stay ahead of the current trends as part of being naturally serious I make an active effort to enhance my skills and knowledge by attending industry conferences and marketing courses I also pay close attention to changes in social media and the increasing use of artificial intelligence in marketing second word I would use to describe myself would be persuasive I really enjoy storytelling and I have a strong desire to understand different perspectives and use that knowledge to craft compelling and persuasive narratives that resonate with Target audiences for my third skill I would say I'm

quite analytical so one thing that attracts me to marketing is the need to analyze large amounts of data to inform and optimize marketing methods I really enjoy this and I consider it to be one of my key skills as well as how I describe myself so that's an example of demonstrating relevant characteristics skills and behaviors but of course you need to have a look at your own job description to see what behaviors and skills are on there now do you ever feel like you're not making the most of your skills and experience in your interview if you want to learn how to articulate your strengths clearly persuasively and leave a powerful impression on your potential employer then join Interview Mastery in a few short modules you can Master Advanced Techniques and build unbreakable confidence you can click on the link in the description below this video

### Interview Question 4 - How Do You Handle Pressure at Work?

to learn more the next question is how do you handle pressure at work with this one first summarize your answer and then give an example of a pressurized situation you experienced and overcame that would be relevant to the job that you're going for here's the example answer I think effective pressure management requires a combination of organizational skills time management communication and self-care I assess tasks based on their importance and deadline this

helps me to focus on what needs to be done first and avoid getting overwhelmed I also to create a schedule that includes breaks so that I can stay refreshed and focused I communicate with colleagues and management to ensure that everyone is aware of the project status and any challenges and this helps to reduce misunderstandings for example in my current role I'm working on a product launch project this carries a significant amount of pressure because it's tied to a critical component of the company's Revenue growth strategy the project also has tight deadlines and a lot of stakeholder involvement is quite pressurized so I communicate timelines to key players in the project at the start in order to set their expectations and minimize the number of unrealistic demands which is sometimes standard when working with Senior Management when I put together timelines I factored in the additional time for myself in case of unexpected changes so I could under promise and over deliver this extra time also included breaks because I find that I do my best work when my mind is fresh and can generate creative ideas so why is this a good answer and how can I use it a great part of this answer is where you cover all the things needed for Effective pressure management it demonstrates that you have a deep understanding of the principles of managing pressure here organization time management

communication self-care then you're hitting them with a ton of pressure management tools and skills assessing each task against importance and deadline including breaks and keeping everyone

informed then the Clincher so I said earlier that for example is a key phrase so you're not using the star method here but you're outlining a story which is easier for the interviewer to take in the project and everything that you did along the way to manage pressure and when you say things like I minimized the number of unrealistic demands which regularly comes from working with Senior Management or can come with that you might get a bit of a laugh because senior staff normally know that they're demanding and those who aren't senior know how unrealistic Senior Management

can be with requests so you're demonstrating that you understand the pressures of working with high-level staff and how to manage their expectations now I didn't use the star method here because while it's a brilliant tool you don't always need to use it it can make your answer longer as I mentioned before so do be aware of that question five is how would you describe your Interview Question 5 - How Would You Describe Your Work Ethic?

work ethic so this is a tough interview question and an example answer is I believe I have a strong work ethic and I'm completely committed to what I do as an office administrator I've seen how my role underpins and supports the smooth running of key areas of the company such as managing invoices

which affects budgets and forecasting now in order to go above and beyond in my role I look for ways

to streamline processes and improve efficiency so whether that means digitizing records automating

procedures or suggesting up-to-date software tools I also think working collaboratively is important to maintain your work ethic so you can learn from colleagues and stay clear on what your shared goals are I think that all of these elements are critical to a strong work ethic which is how I would describe mine so in your own answer it helps to keep things structured and separate

it into Parts the first part of that answer is about how your role contributes to the company so pointing out key areas that are affected by what you do is a brilliant way to demonstrate that and I've used that phrase that I mentioned earlier such as and followed that up with a quick example so those little interview techniques are what take your answers up a level and put your skills front and center now there are three things you want to absolutely nail before your interview your key skills like I just showed you your interview answers to key questions and your

interview prep you up your chances of failing significant secondly if you don't prep so this is how you can easily nail answers and prep download this free guide that includes answers to the top 20 difficult interview questions these answers are effective memorable and proven ticket results including answers to what is your biggest achievement and what would you do if we didn't offer you this job I'll also throw in this prep guide which covers a few simple prep steps to secure yourself a job offer they're both totally free and you can get them in the description below question six is how do you handle a challenge I'm definitely energized by a good challenge I

#### Interview Question 6 - How Do You Handle a Challenge?

think that they are great for building skills and personal character in terms of how I handle it I think most challenges are best addressed with a clear plan and as much preparation as time allows one challenge I faced at work was when I was asked to lead a training session for a large team on a new customer service protocol that was critical to improve proving customer retention while I was confident in my knowledge of the protocol I'd never had a training session

for such a large group and I was worried about how I would keep everyone engaged and make sure that they understood the material I first decided to review the material and make sure that I had a deep understanding of the steps and procedures I then worked with the HR department to design engaging presentation slides including role playing exercises and interactive discussions by taking this kind of plan for strategic and proactive approach the training session had a great outcome the team was engaged and interactive throughout the session and they left with a clear

understanding of how to implement the customer service protocol effectively after the training I received positive feedback from the team and our managers and there was a notable difference

in the following months in customer retention so this example is of course specific to the type of role that might be linked to training but the challenge could be arranging a complicated event or Trip Away it could be understanding new software or a new process or simply just dealing

with a difficult colleague so the key part of this answer are here in the task part of the star technique it's clear what the challenge is where it says I'd never leave a training session

for such a large group in your interview always assume the interviewer doesn't know and make it clear what the challenge was in the example that you're sharing so the fact that you're concerned about making the session engaging and easy to understand here in the task part of the answer indicates that you understand how others learn and the importance of keeping and holding that attention the next skill you're showing is collaboration so this is a brilliant skill to

demonstrate because the majority of jobs involve other people whether it's your manager colleagues

clients customers stakeholders it doesn't matter the ability to work collaboratively is very often

assessed in interview you so you need to demonstrate this in your answer just like here where you worked with HR you're giving credit where it's due but at the end here where you talk

about positive feedback and the Boost in customer retention you're also selling your own skills and

what you were able to achieve question seven is describe a time when you helped someone so here's

#### Interview Question 7 - Describe a Time When You Helped Someone

the example answer one time I helped a colleague was when they were dealing with a difficult client the client was unhappy with their team's work and was becoming increasingly demanding and critical

in their Communications eventually asking for someone else to manage their account my colleague became more and more stressed and this affected their demeanor and output at work I noticed this

and offered to sit with my colleague for a while he seemed relieved to be able to verbally share the situation with someone I then decided to share some of the ways that I choose to deal with my most demanding clients hoping it might be helpful we discussed the client's Main concerns and setting clear expectations and boundaries so the client could understand what is and isn't possible within the scope of the project with these strategies in mind my colleague went back to the client and told them he would be happy to assign someone else to the account but first asked if they can review the previous challenges to prevent the same things from occurring again he explained

what could realistically be achieved in the project and what boundaries there should have been

my colleague also apologized for the areas where he dropped the ball the client was impressed with

my colleague's level of honesty and transparency and wanted to continue working with him I had

lunch with this colleague a few months later and he told me that the relationship with the client has significantly improved so why is this a good answer and how can I use it so this answer is

specifically designed to promote your ability to solve problems show empathy recognize when

colleagues are struggling as well as answering the question and sharing how you help someone in your

answer if you can show multiple positive outcomes that is a huge bonus for demonstrating your skills

so in this answer the outcomes were that your colleague was able to improve the relationship with their client set boundaries as well as the client not having to start all over again with a

new colleague so this is definitely a difficult interview question because helping someone isn't automatically aligned with every type of role so it can be difficult to know what to include

in your answer question eight is tell me about a time you solved a problem I was part of a team

Interview Question 8 - Tell Me About a Time You Solved a Problem

working on a project with a tight deadline and one of our team members unexpectedly fell ill

this team member was responsible for a critical component of the project and their absence was

jeopardizing our ability to complete the project on time to solve the problem I worked with the

remaining team members to look at Solutions and the team suggested reassigning tasks

and responsibilities I considered the team's capabilities and resources and realized that we were missing some of the critical skill sets that we would need to cover our colleagues work

as they were a specialist in their area so I decided to mention this and suggest that due

to lack of time and the project deadline we hire a specialist freelancer instead of reassigning tasks

my colleagues agreed that this would be a good idea so we worked quickly to hire and onboard a

freelancer and integrate them into the project team and bring them up to speed on the project

goals and timelines I felt that my suggestion was critical to solving this problem although finding a freelancer and the ultimate outcome was definitely a collaborative team effort and due to

this we were able to complete the project on time and to a high standard the client was pleased with

the outcome and we left feeling proud of what we had achieved in the face of such an unexpected

problem so why is this a good answer and how can I use it a key common interview mistake with this

is that candidates don't give themselves credit for solving a problem the question is tell me

about a time when you solved a problem so it's important to highlight where your

contributions actually were like here where it says I considered the team's capabilities I realized that we were

missing skill sets I decided to mention this and at the end when it says I felt my suggestion was

critical to solving the problem but of course if it's something in a team you don't want to come

across arrogant so do assign credit where it's due to the team like here where it says that

the overall outcome was a collaborative team effort so in a group or team example make it

really clear what your contribution was question nine is what makes a good team member I would say



### Interview Question 9 - What Makes a Good Team Member?

three attributes make a good team member I think a good team member is one who is reliable has a

collaborative attitude and is open to feedback to me this means a willingness to listen learn

from and work with others and is the whole Spirit of being a good team member this can mean being

willing to attempt tasks you're not familiar with to benefit the team two being willing to input and suggest thoughtful Solutions in meetings and being open and willing to connect with the team I

would also say reliability is key I think one of the most frustrating things for a team is knowing that one team member is consistently unreliable because it can increase workload and stress for others sometimes being reliable May mean juggling work and making small sacrifices in order to stick

to your word and work with Integrity I believe this is the only way to drive progress lastly

I think being open to feedback is critically important in a team setting because working with someone who is rigidly set in their ways can delay progress as well as create create an

unpleasant working environment if you don't have the last two skills so you're not reliable or collaborative but you are open to feedback then that means that you can change and improve but

not being willing to consider feedback affects any other skill if you haven't click like yet do

take a second to do so and leave a comment it's a huge help and very much appreciated question

### Interview Question 10 - Describe a Difficult Situation and How You Handled It, Include Examples

10 is describe a difficult situation and how you handled it include examples as a security officer

for a large Stadium I sometimes have to deal with large crowd numbers but I can give an example of

a specific situation a couple years ago where the event organizers had completely lost track of the volume of attendees and we ended up with thousands more than expected a large Music Festival this was

definitely a difficult situation a large number of attendees were trying to enter the festival grounds at the same time creating significant crowd management issues that could potentially

compromise the safety of attendees I assessed the situation by observing the crowd Dynamics number

of attendees and capacity of the entry points then I communicated with my team members and

Festival organizers to understand the resources available to address it we then work to implement

a new crowd management plan I helped to divert attendees to different entry points and create

temporary queuing areas to reduce congestion I also continued to monitor the crowd to ensure that the temporary queuing areas were safe and that attendees were not in danger of being crushed or trampled we were able to manage the crowd effectively with minimal disruption and

no major safety incidents so why is this a good answer how can I use it similar to question 8 on problem solving it's really clear throughout this answer what the contribution was to solving the problem so things you can use from this answer are things like picking up on something that is about

to get out of control like a colleague not being compliant with guidelines or lack of communication communicating with others to fix it and then getting involved and monitoring the progress

all the way through just like in that answer question 11 is why are you a good fit for this

Interview Question 11 - Why Are You a Good Fit For This Position?

position this is very similar to the question why should we hire you why should we give you the job what makes you the best candidate for this role so I'm going to utilize the tips I gave you in question two which was is the answer to why should we hire you and apply it here for a PA or personal

assistant role I think you should hire me because I have a combination of really solid skills that I believe would add significant value in a role like this you mentioned that you're looking for someone who's naturally organized as you can see from my work history I've been a PA for four years across

two different jobs I gravitate towards these jobs because I'm naturally organized as a PA I manage multiple calendars for very Senior Management which allows me to utilize my organization skills on a day-to-day basis I'm also very organized in my personal life I use spreadsheets to manage my finances and apps to manage my time in addition to this I thoroughly enjoy building new relationships

which is a regular requirement of my current role I'm regularly exposed to a variety of senior contacts internally and externally which I noticed on the job description was another requirement of the role someone who's a natural communicator and can communicate with senior level management and enjoys building new relationships why is this a good answer and how can I use it so I also use this answer in this video covering the top 22 common interview questions and answers mainly because it is a very strong answer and that includes all the key elements that you need to nail this tricky interview question question 12 is tell me about a time you had a conflict at work I work closely with a colleague who used to consistently take

Interview Question 12 - Tell Me About a Time You Had a Conflict at Work

credit for the work that I had done I found this Behavior frustrating and demotivating as I felt like my contributions were not being recognized by our supervisor the colleague in question had a very outgoing and assertive personality which made it difficult for me as someone who is more introverted I was nervous about communicating my concerns directly to them so I considered speaking

to my manager or potentially their manager to avoid a potential confrontation I decided to consider how I might feel having this feedback come from a manager instead of a colleague and decided to go directly to my colleague instead as I thought they would appreciate that more I asked

to speak to them privately I explained how their actions were affecting me and my motivations at work I highlighted specific examples of my work that they had taken credit for and how it had impacted my morale to my surprise my colleague was receptive to my concerns and they apologized

for their behavior they revealed that they had been feeling insecure about their own work and were worried about their job security but hadn't considered the impact on me and so they were very

apologetic the apology came across as sincere and they offered to take me to lunch to clear the air and build a better working relationship now I always say that communication has to underpin your approach especially when dealing with others in a conflict scenario a strong part in that answer is

taking into consideration how that colleague would have felt if you went around them to their manager

this kind of approach demonstrates empathy as well as a willingness to communicate and be transparent

questions about conflict are extremely common I cover more questions in this video on resolving conflict interview questions and answers so you can check that out to be fully prepared I'll link that in the description below along with the other videos question 13 is how would you deal  
Interview Question 13 - How Would You Deal with a Difficult Customer?

with a difficult customer I once took a phone call from an unhappy customer he wanted to log a formal complaint and speak to management and he didn't want to give any further information unless

he was speaking to a manager I wanted to see if I could calm the customer down and find a way to resolve the issue directly with him I responded by remaining calm and empathizing with him I explained that I understood that the issue must be quite serious and that he wanted to speak to a manager I politely asked him if he could give me a little more information in order for me to

pass him through he explained that he had been charged twice for an item and had been on hold for over 40 minutes I listened to the full issue gave him my name so that if he were cut off he would know exactly who he spoke to and could come back through to me I then asked him if he would

be willing to share the order details with me so I can have a quick look he agreed and it turned out that the customer had placed a double order and then canceled one which caused the double charging

when I discovered this I was able to reverse the order and send out a replacement receipt I also apologize for the inconvenience he had completely calmed down by this point and no longer requested

to speak to a manager he was satisfied with the refund and explanation now if you've ever wondered

how I come up with all these answers it's quite easy I follow a very simple technique that allows you to always generate a brilliant response which I cover in my interview Mastery Program which I mentioned earlier so you can see that in question five so if you feel like you're not making the most out of your skills and experience and you're leaving interviews feeling disappointed then you can join in the description below to Showcase your skills and abilities in the right way consistently so why was that a good answer and how can you use it so in that answer the main thing I demonstrated which is what you want to demonstrate in your interview is the approach tone and demeanor of

the customer service exec so if you're answering a question like this it helps to include a little bit of detail on the steps you took the customer or client through to calm them down such as here where it explains I explained I understood the issue must be quite serious I gave him my name I asked him if he were willing to share the details so this demonstrates an ability to stay calm and to use simple questions and techniques to calm the customer down while you look into the

Interview Question 14 - How Do You Stay Organized?

issue question 14 is how do you stay organized so here's the example as an event coordinator my job

is incredibly busy it has lots of moving parts and I might go from ensuring our venues have correct health and safety to checking display content I've been doing this job for three years and

I've lasted that long because I pride myself on organization although I consider myself to have a good memory part of being organized for me is planning ahead monitoring progress and having a system in place so I don't forget critical tasks when things are busy part of that System is using

tools to help me stay organized once plans are in place one of the tools I use quite a lot is click up it's a project management tool that is perfect for managing large events I did some research last year as I needed something more advanced to help me manage my time than what I was previously using

I use this tool to assign tasks set reminders and deadlines and I can even create documents inside the tool I also use Outlook meeting polls this is a bolt-on tool that allows me to book meetings about four times faster I notice the button in Outlook had decided to try it out and it allows me to instantly see when attendees are available and book them with a click of a button so why is this a good answer and how can I use it this answer is packed with solid impressive examples of when someone understands process and planning here you talk about having a good memory but that you need

a system to work efficiently in your interview use actual examples of tools like click up and Outlook in their answer talk about the specific functions in the tool that you use and what you use them for there's also a theme of continuous Improvement here with Outlook where it mentions I noticed a button and decided to try it out those who are naturally curious will always improve because you're willing to investigate and try out new tools and processes the next question is tell me

Interview Question 15 - Tell Me About a Time When You Disagreed With Your Boss

about a time when you disagreed with your boss in my my previous job I worked as a marketing associate for a small consulting firm our boss had decided to allocate a significant portion of our marketing budget towards a traditional advertising campaign which I believed was not the most effective use of our resources as a marketing associate it was my responsibility to provide recommendations on marketing strategies that would be most effective for our business I felt strongly

that the traditional advertising campaign would not generate the desired sales and that there were more cost-effective targeted approaches that we could explore to address this disagreement with my boss I gathered data and research to support my position I prepared a report that outlined alternative marketing strategies and provided a cost benefit and Analysis for each approach I then scheduled a meeting with my boss and presented my findings I explained my reasoning behind why I felt the traditional advertising campaign was not the most effective approach and presented the data that I had collected my boss listened attentively to my argument and acknowledged the validity of my points after further discussion we agreed to explore alternative marketing strategies and to allocate a smaller portion of our budget towards traditional advertising as a

result we were able to implement more targeted and cost-effective marketing strategies that generated a higher return on investment now