Competency-Based (Knowledge, Skill, or Behavior) Questions

Ethics/Integrity
1. Describe a situation where you had to say “no” to a customer, co-workers, or supervisor because you didn't think saying “yes” would be right.
   a. Describe how you handled the situation.
   b. How/Why did you think you were “right”?
2. Describe what you would do if a co-worker asked you to lie for them.
   a. How would you handle the request?
   b. What would you say and do?
3. Describe what you would do if a friend asked you to reveal confidential information.
   a. What would you do?
   b. How would you respond to the request?

Customer Service
1. Describe a time when you provided excellent customer service by going beyond your primary job responsibilities.
   a. Describe your involvement.
   b. What was the outcome?
2. Describe an encounter with an irate customer or coworker.
   a. Describe your involvement, what you did.
   b. What was the outcome?
   c. If the encounter were to reoccur, would you handle it differently, how and why?

Communication
1. Describe the most significant written document, report, or presentation which you completed.
   a. What was significant about the document?
   b. How were others involved in assisting you with this project?
2. Give an example when you were able to communicate with another person even when that individual may not have liked you.
   a. Describe how you handled the situation.
   b. What was the outcome?
   c. Provide another example related to
      i. Someone from a different culture
      ii. Someone who could not hear you
      iii. Someone with a different knowledge level

Problem Solving
1. Give an example of a time in which you had to solve a problem.
   a. What strategies did you use?
   b. What decision did you make?
   c. What was the outcome?
   d. What would you do differently?
2. Describe a time when you were the receiver of a complaint from another department about services provided by your department.
   a. What action did you take?
   b. What was the outcome?
   c. What would you do differently?
Flexibility
1. Describe a time in which you felt it was necessary to modify or change your actions in order to respond to the needs of another person.
   a. What was your role in the situation?
   b. What action did you take?
   c. How did the other person respond to your actions?
2. Describe a time when you came to work expecting to do a specific thing and you were asked to do something else.
   a. How did you handle this change?
   b. How would you handle this situation if it were to reoccur?
3. Describe a time when you were asked to work overtime at the last minute.
   a. How did you respond to this request?
   b. How would you handle this situation if it were to reoccur?

Technology
1. If you were asked to operate a new piece of equipment, what would you want to know first?
   a. What questions would you ask?
   b. Who would you want to talk with?

Safety
1. Have you ever been in a work situation where someone was violent or potentially violent?
   a. If yes, what did you do?
   b. Would you handle it differently if it were to reoccur?
2. What would you do if you found a sharp (needle or syringe) or body fluid spill?

Self-Management
1. It is your first day on your new job and your supervisor is pulled away for 3-4 hours on an emergency. You have been left alone to acquaint yourself with your new job and department.
   a. What actions do you take?
2. Describe a time when you had to do several things at once.
   a. How did you respond?
   b. How did you organize the situation?
   c. How did you decide which task had the highest priority?
   d. How do you handle having “too much to do”?

Opportunities and Actions
1. Describe times when you have received positive and negative feedback.
   a. How did you respond?
   b. How did you use the feedback that you received?
2. What is your most recent accomplishment that you thought was innovative?
   a. How was this rewarding?
   b. How was this accomplishment beneficial to your workplace?
3. Describe a time when you suggested a different way to do a task.
   a. Please describe the situation.
   b. What was the usual way of doing this?
   c. What did you question or what alternative did you suggest?
   d. How was your question or suggestion received?
   e. Would you do it again?
Change Resilience
1. Describe a change in your work environment.
   a. Please describe the situation.
   b. Please describe your involvement. How did the change affect you?
   c. How did you respond to the change?
   d. What was the outcome?
   e. If that were to reoccur, would you handle it differently?
   f. If yes, what would you do differently?

Teamwork
1. Describe an effective or ineffective teamwork experience.
   a. What made it effective or ineffective?
   b. How did you contribute?
   c. If that were to recur, would you handle it differently?
   d. If yes, what would you do differently?
2. Describe a time when you have been part of a team in which differences of opinions developed about how the work was assigned or completed.
   a. What was your role?
   b. What actions did you take?
   c. What was the outcome?

Cost Effectiveness
1. Give an example where you saved money or made work easier or safer.
   a. Was that something that happened once, or was that an ongoing opportunity for savings?
   b. Were you the only person who was reducing costs or waste that particular way?
   c. Did you share the idea?