**50 Competency /Behavioural interview questions**

A person wearing a white shirt

Description automatically generated

**Communication**

* Tell us about a time you had to adjust your communication style to suit a particular audience.
* Give me an example which demonstrates your ability to develop successful working relationships.
* Tell me about a time your communication skills improved a situation.
* Describe a time when you had to win someone over to your way of thinking.
* Provide an example when you had to explain something complex to a colleague or a client.

**Teamwork**

* Describe a situation when you had to work effectively as part of a team.
* Tell us about a situation where you played an important role in a project as a member of a team.
* Tell me about a time where you took a course of action your team did not agree with.
* Give an example of when you had to deal with a conflict within a team you were a part of.
* Tell me about a situation when you needed to offer constructive criticism to a team member.

**Leadership**

* Describe a situation when you led a team or group.
* Tell us about a situation where you had to get a team to improve its performance.
* Describe a situation where you had to drive a team through change.
* Give an example of when you had to use a different leadership style to reach your goal.
* Tell me about a time when you were less successful as a leader than you would have wanted to be.

**Problem-solving**

* Give an example of a time you identified a new approach to a workplace problem.
* Describe a situation in which you found a creative way to overcome an obstacle.
* What’s the most innovative new idea that you have implemented?
* When have you needed to solve a problem using abstract, lateral thinking?
* Describe a situation in which you analysed data and solved a complex problem.

**Decision-making**

* Describe a situation when you have had to make a difficult decision.
* Tell me about an occasion when you had to choose between equally viable options to accomplish a single goal. Explain your thought process.
* Give an example of when you have had to make a decision in a short space of time.
* Tell me about a time when you had to make a decision without knowing the full facts.
* What was the toughest decision you ever had to make.

**Difficult questions**

* Tell us about a time you felt out of your depth.
* Describe a situation where you made a mistake.
* Tell me about the most challenging work situation you have ever been in.
* Describe the last time you felt angry or upset at work.
* Give an example of a work situation that you felt you had no control of.

**Customer service**

* Describe a time when you had to manage your workload to meet a customer’s needs.
* Describe a time when you worked with a difficult customer.
* Give me an example of when you went the extra mile for a customer.
* Describe a time when you provided excellent customer service.
* Give an example of when you anticipated, identified, and met a customer’s needs.

**Organisation**

* Describe a time when effective time management skills were the key to success.
* Give me an example of where a strict, challenging deadline had to be met.
* Tell me about a situation when you have had to meet a tight deadline.
* Describe a situation that required you to do a number of things at the same time. How did you handle it? What was the result?
* Tell me about a complex project you worked on that required significant planning.

**Adaptability**

* Describe a time when you had to deal with major change in your work process or job duties.
* Give a specific example of a stressful time at work.
* Tell me about a time when you had to adjust to a colleague’s working style in order to complete a project or achieve your objectives.
* Tell me about a time when you had to adapt to an uncomfortable situation.
* Tell me about a situation when you had to be resilient.

**Strategic thinking**

* Tell me about a task or project that required long term planning to meet your objectives.
* Describe an occasion when you had to analyse data to interpret market conditions or trends.
* Describe a time when you effectively utilised data to generate a strategic planer initiative.
* Describe a strategic change you have recently implemented.
* Describe a situation where you championed strategic thinking.