

Competency Based Interviewing



The Institute
of Quarrying

Competency based or behavioural interviews are used a lot in recruitment. The interviews are structured around the key skills required for the post and the questions asked focus on whether the candidates can demonstrate competence through their past performance.

What is it?

Competency based questions are structured using the STAR model – Situation, Task, Action, Result.

The interview questions tend to start with a variation of, “Tell me about a time when...” This sounds straightforward but in the interview itself it can be easy to give an unstructured answer, miss out key details, or let the story go off into different directions.

This is where the STAR model helps to keep the interview structured:

- ❖ **S - Situation** – sets the context for the story
- ❖ **T - Task** – what was required of the candidate
- ❖ **A - Activity** – what the candidate actually did
- ❖ **R - Result** – what happened

There are additional pointers to provide solid responses to competency based questions:

1. It's important to speak in specific rather than general terms.
Quantify details to make the story more interesting and meaningful.
2. In an interview with many questions, keep your answers concise.
3. Finish on a positive note so the overall impression is strong.

Why is it important to me?

As an interviewer, the STAR approach will help you to better prepare for, conduct and review your interviews. By setting your questions based on the attributes you're looking for, STAR provides a systematic

Engagement, Influence & Impact Factsheets

www.quarrying.org



way of gaining insights into the quality of the answers provided. This will make it easier for you to compare candidates in an objective way.

As a candidate in a job interview, you'll find that STAR will help you plan and prepare for that interview as well as help give you powerful, thorough answers to the questions asked.

The STAR approach can also be used for non-recruitment situations, such as performance reviews, investigations and for telling stories as part of a presentation or training session.

IQ believes that competency based interviewing is an important skill for professionals working in the quarrying and minerals products industry. It features on our **Skills Wheel** which captures all the key skills and knowledge areas we believe are vital to successful career development in the industry.

Where Next?

Institute of Quarrying

IQ supports professionals working within the quarrying and minerals products industry through membership and training. These factsheets are produced across a range of topics to share ideas and best practice. Further information can be found via the resources section on the IQ website www.quarrying.org.