

Competency-Focused Interview Question - Examples

Conflict Management

Others' work ethics are sometimes in conflict with our own. Describe a time this happened to you. Were you able to work it out? How (why or why not)? What did you learn from this experience? How have you applied that learning?

Creativity/Innovation

Tell me about a time when you created a new process or program that was considered risky.

Customer Focus

We sometimes say something to a customer that, upon reflection, we wish we hadn't. Tell me about a time you did this. What did you do to correct the situation?

Decision-Making