

**NOW  
SKILLS**

# Who, What, Why, When: Competence based Interviews



## BE SPECIFIC

The most important thing to remember about competency base questions is that your answers must be specific, about a real event that has happened to you. Saying “if this happened...” isn’t enough – instead it should be “when this happened previously to me...” The interviewer will want to delve into this answer as such as possible with you, so be prepared for them to ask follow-up questions on all manner of different minute details from your answer.

## YOUR RESPONSE MATTER

Depending on your answer, the interviewer is easily able to keep digging until they have exactly what they need. In order to overcome this, think of the questions that could be asked and make sure you have detailed answers prepare for each of them. It might be the case that you have already answered these questions in Aan application form as well, so refer back to ensure that there are no discrepancies in your answers – this will be jumped on straight away by any good interviewer

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### HOW

You’ll need to tell them the ways in which you used your skills to defuse the situation in more detail, including important words you used and how you used the tone of your voice. Example answer: “I made sure I didn’t use any language that would enflame the situation and that I didn’t accuse them of, or infer that they were, dishonest.

### WHEN

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### WHY

This is to make sure that you followed policy and simply didn’t refund the customer because you were intimidated. Companies like to know that policies are followed, although if you can show that you used initiative this is good also. Example answer: “I gave them a refund as the company policy was to offer refunds on any items that were faulty, providing they had a receipt, which she did.”